

REMARKS

The Examiner is requested to reconsider the application in view of the attached supplemental code that was inadvertently omitted from the filing of the Second Declaration of Scott Rader, PhD. The additional code is provided herewith.

CONCLUSION

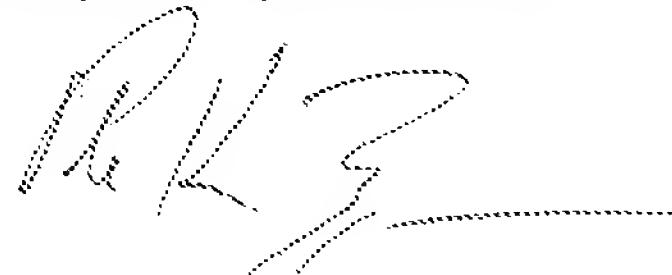
If the Examiner has any questions or the Applicant can be of any assistance, the Examiner is invited and encouraged to contact the Applicant at the number below.

With respect to the present application, the Applicant hereby rescinds any disclaimer of claim scope made in the parent application or any predecessor or related application. The Examiner is advised that any previous disclaimer, if any, and the prior art that it was made to avoid, may need to be revisited. Nor should a disclaimer, if any, in the present application be read back into any predecessor or related application.

APPLICANT CLAIMS LARGE ENTITY STATUS. The Commissioner is hereby authorized to charge any fees associated with the above-identified patent application or credit any overcharges to Deposit Account No. 50-0235.

Please direct all correspondence to the undersigned at the address given below.

Respectfully submitted,



Date: June 27, 2012

Peter K. Trzyna
(Reg. No. 32,601)
(Customer No. 28710)

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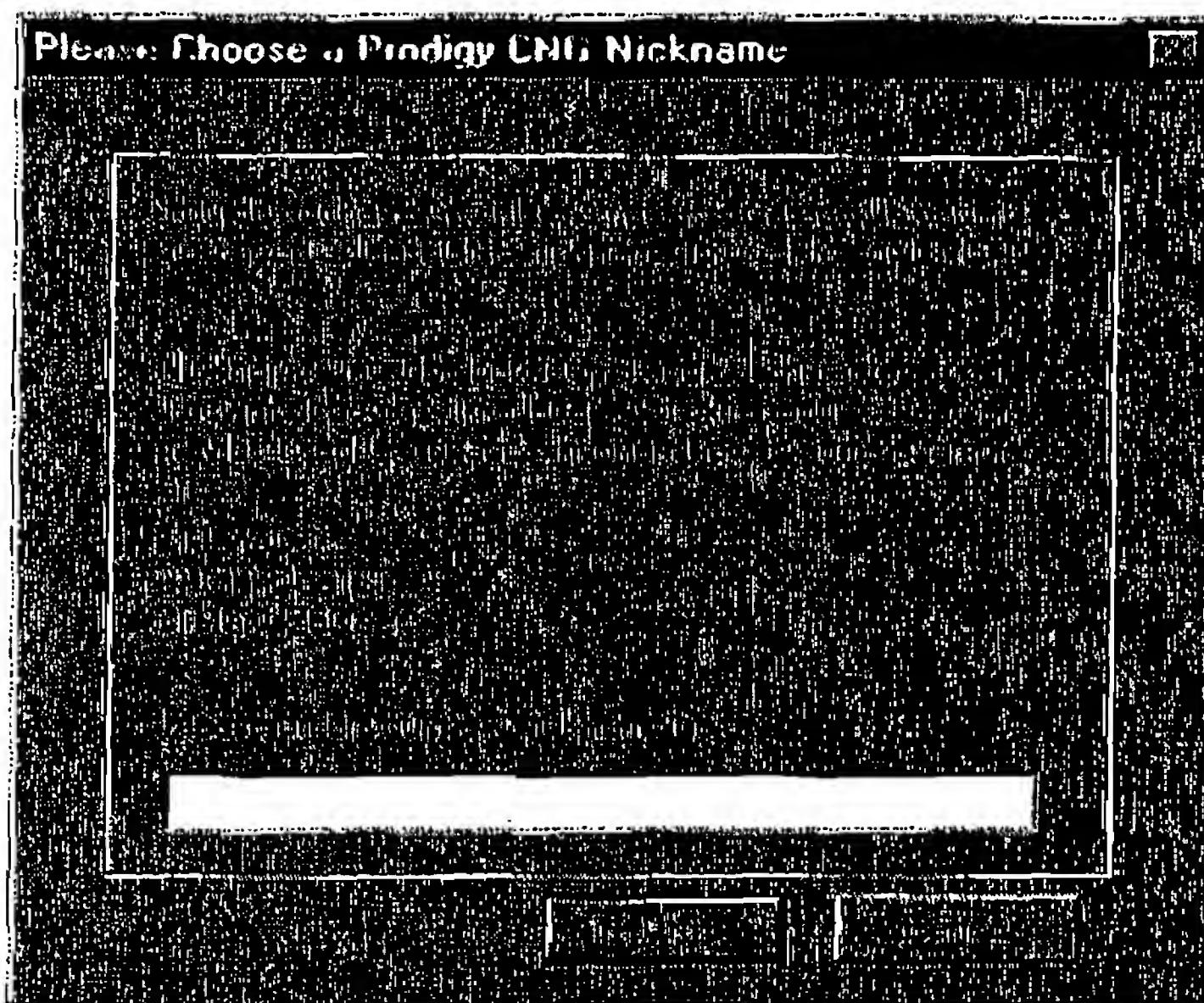
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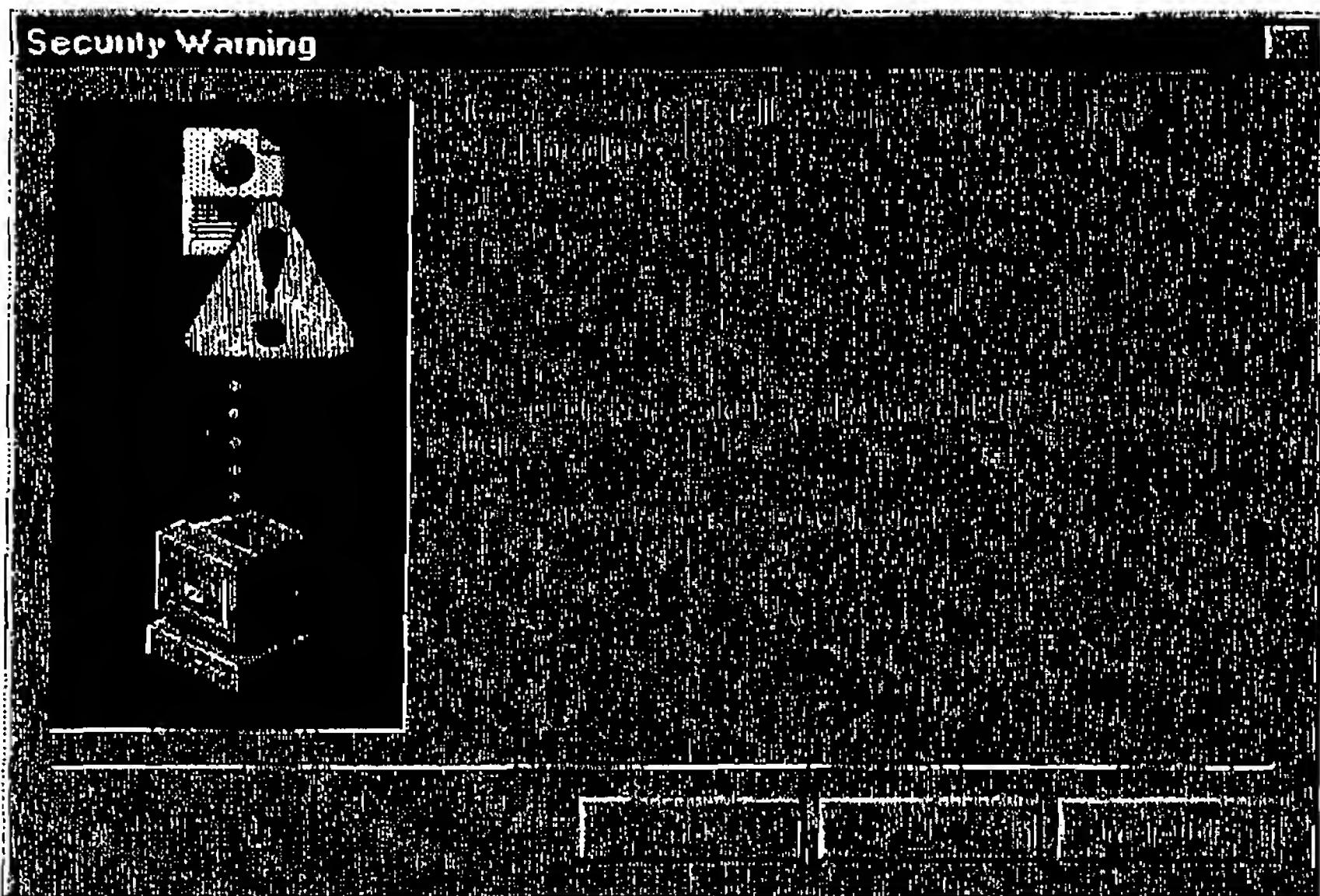
Page 1

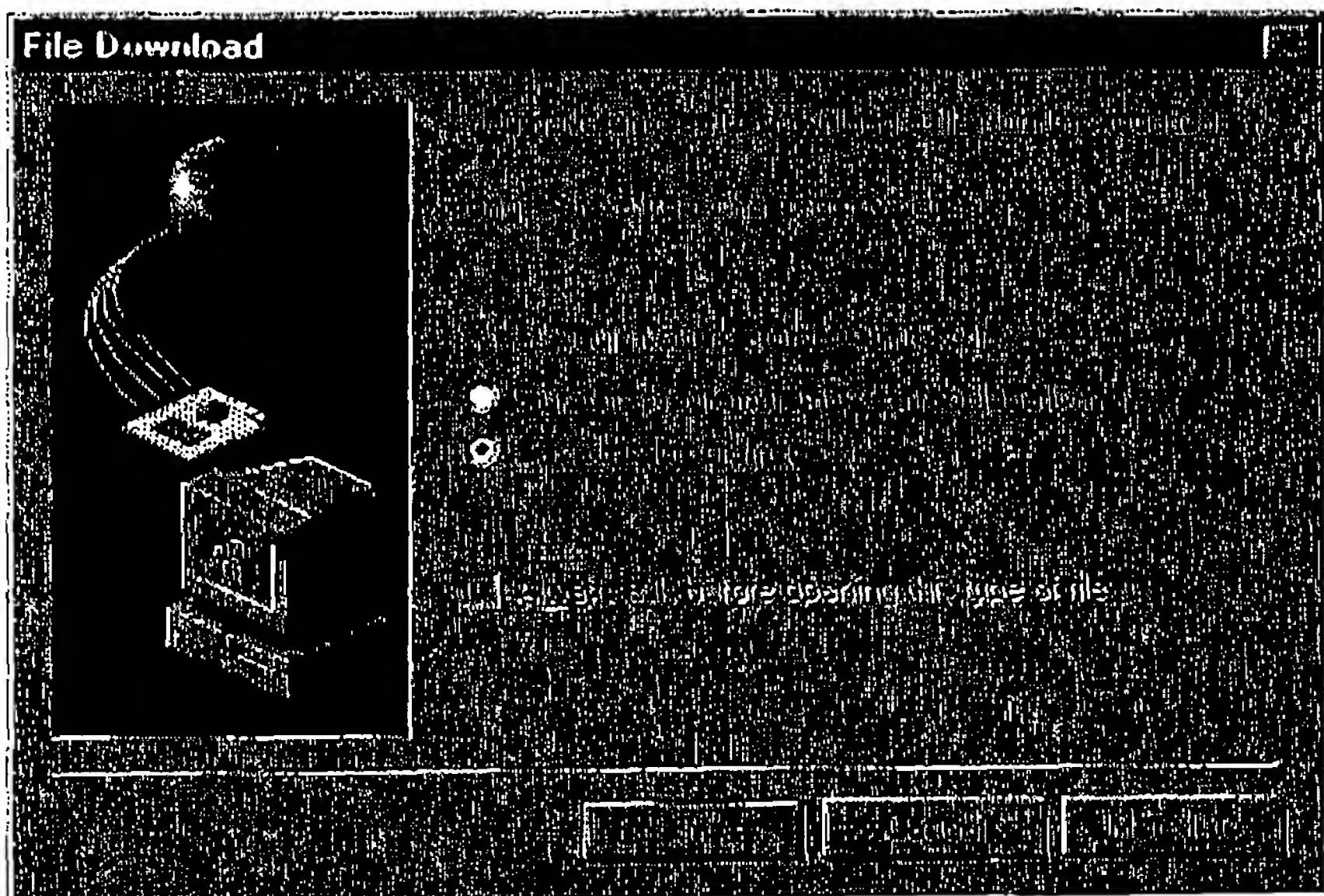
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Install choose destination.bmp	4/27/1999 6:55 PM	518,418	98%	9,373	
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profile game.bmp	4/28/1999 12:35 AM	601,174	99%	5,956	
profile other.bmp	4/28/1999 12:20 AM	601,174	99%	8,326	
profile security.bmp	4/28/1999 12:36 AM	601,174	99%	7,710	
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systray icon.bmp	4/27/1999 10:00 PM	360,054	99%	617	
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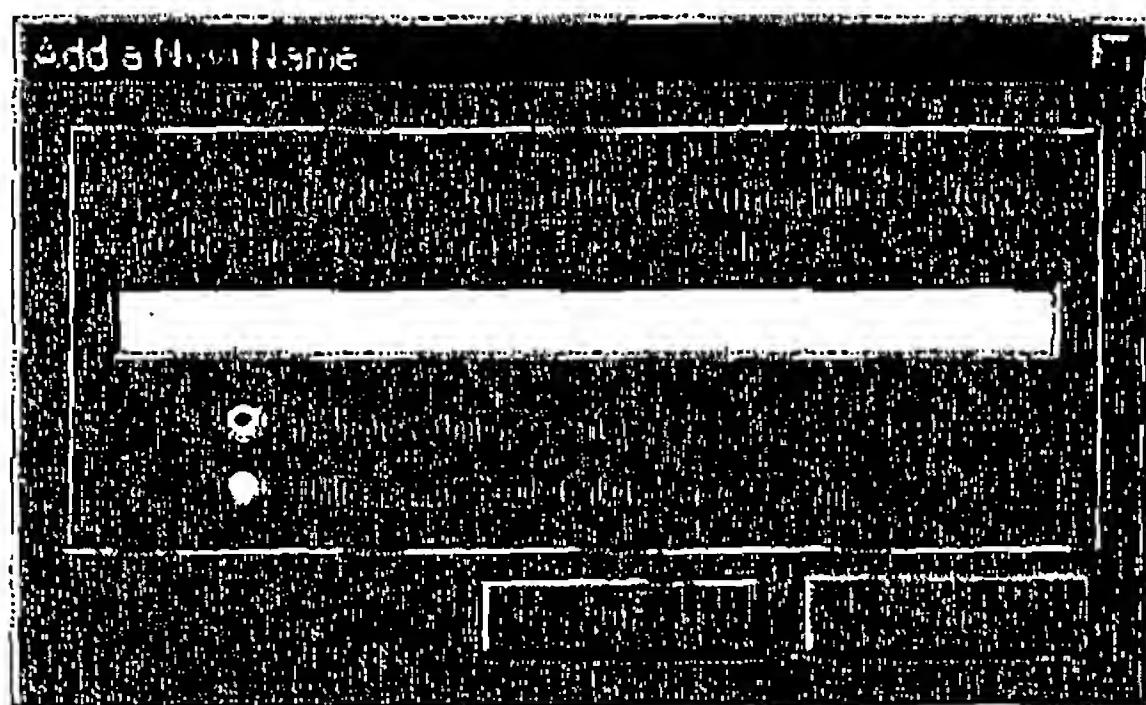
readme.txt

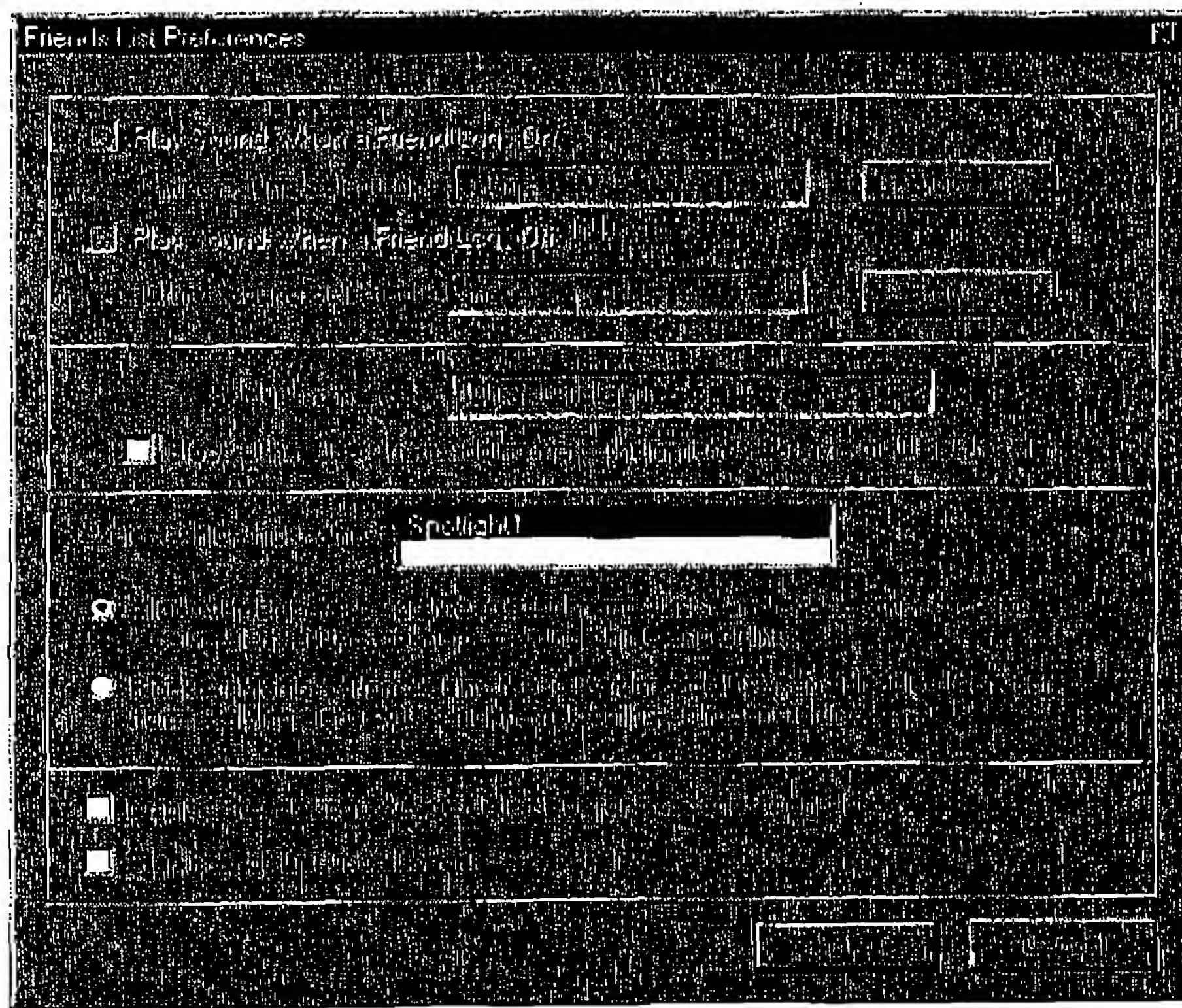
I decided to go with the full 24-bit size, just in case the original colors are desired. The 256-color size came out in a weird shade of green.

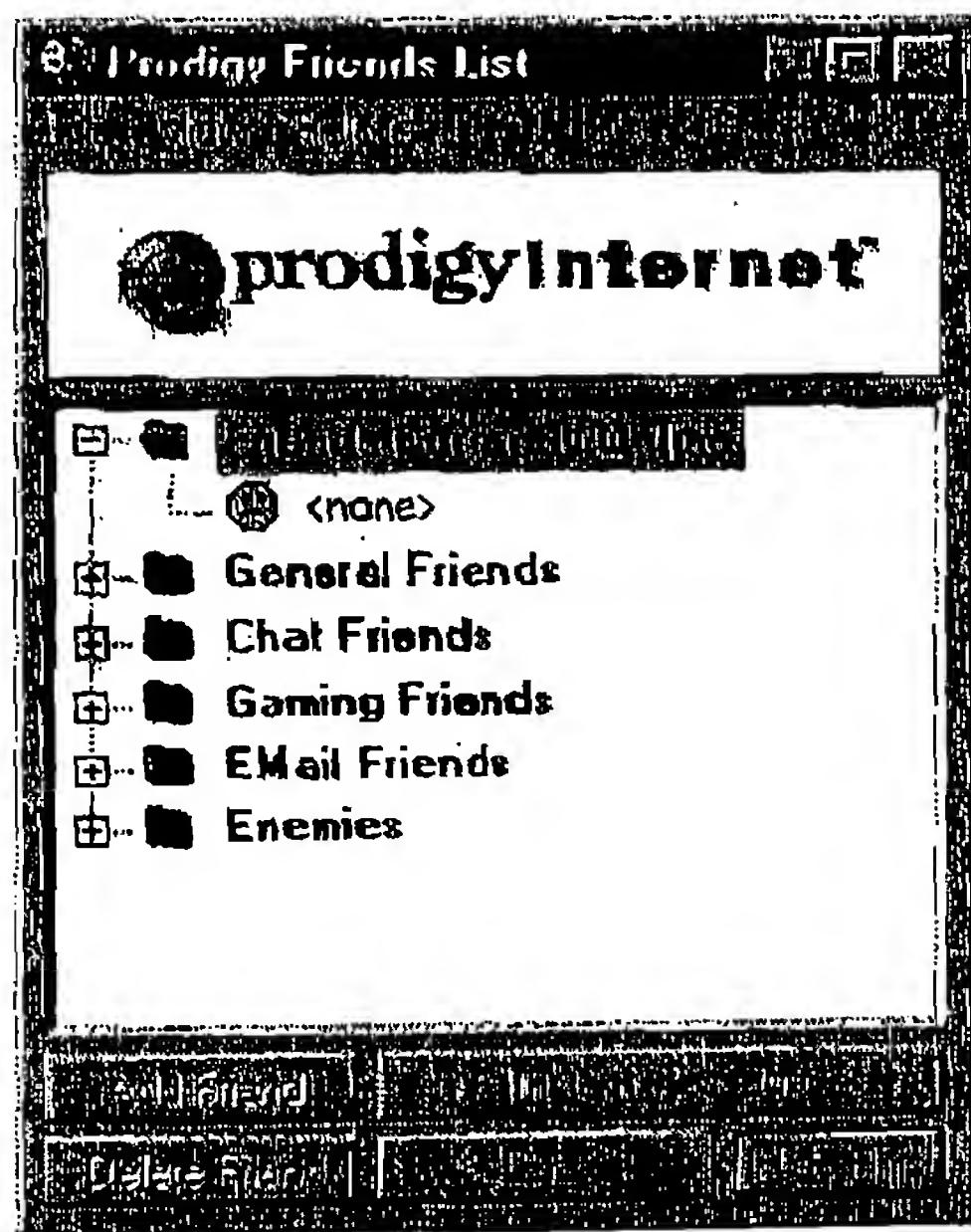


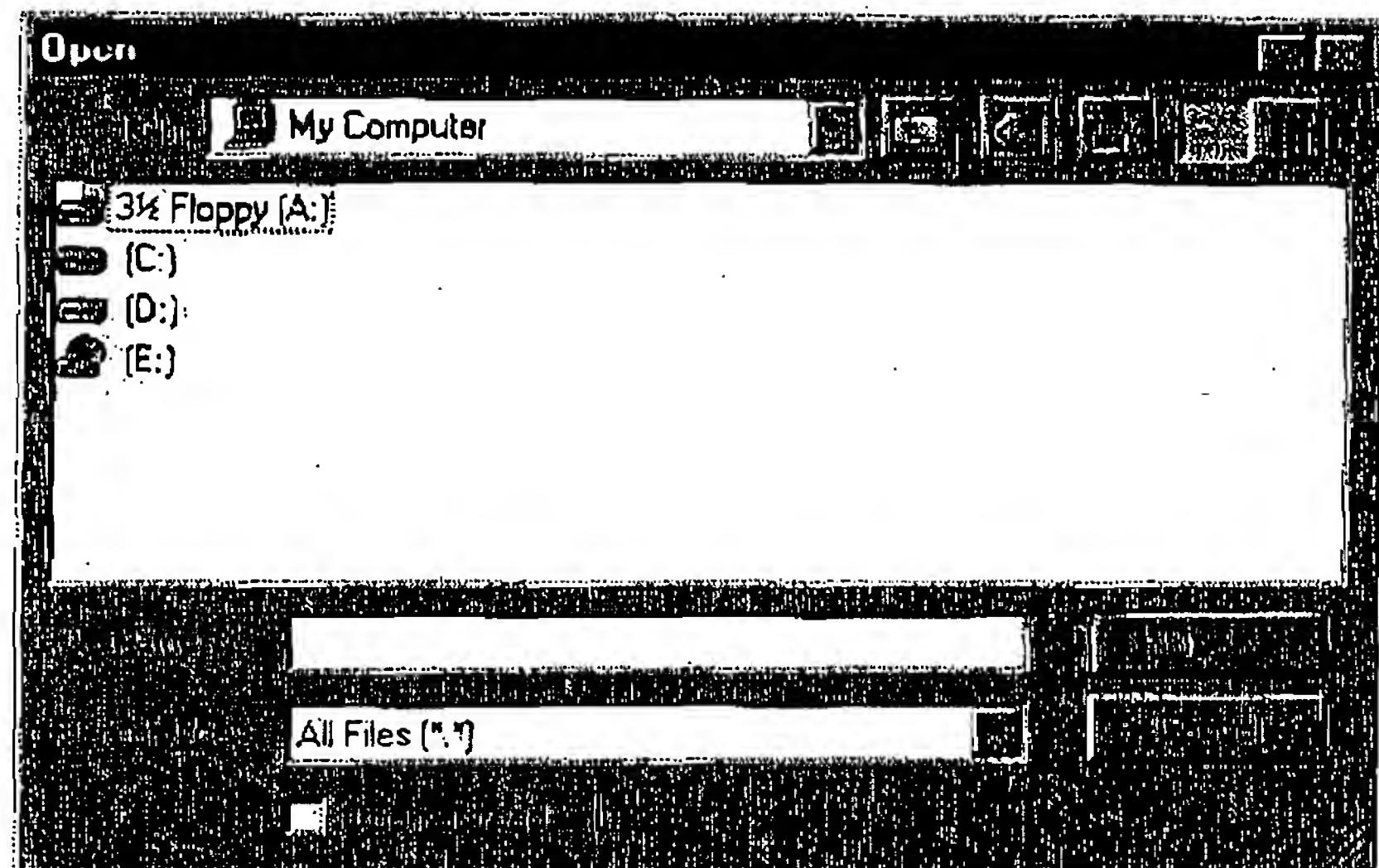


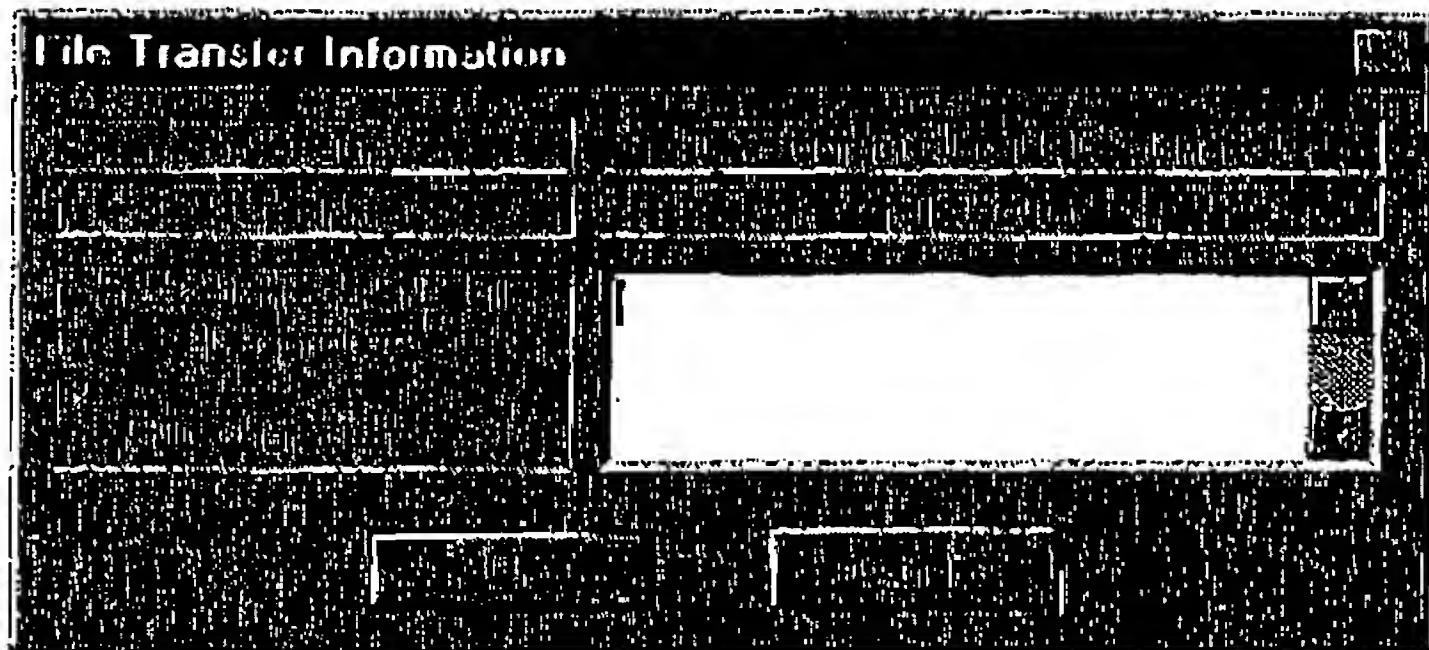


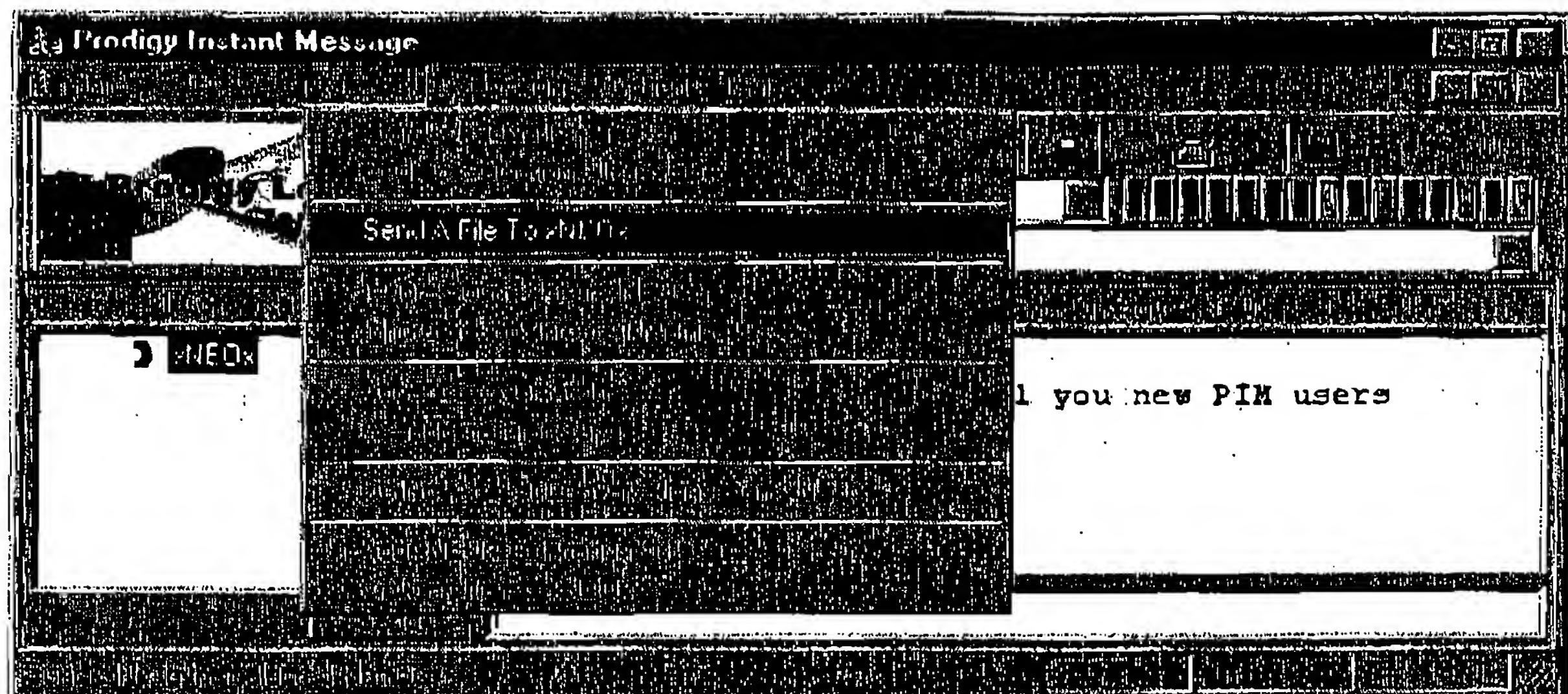


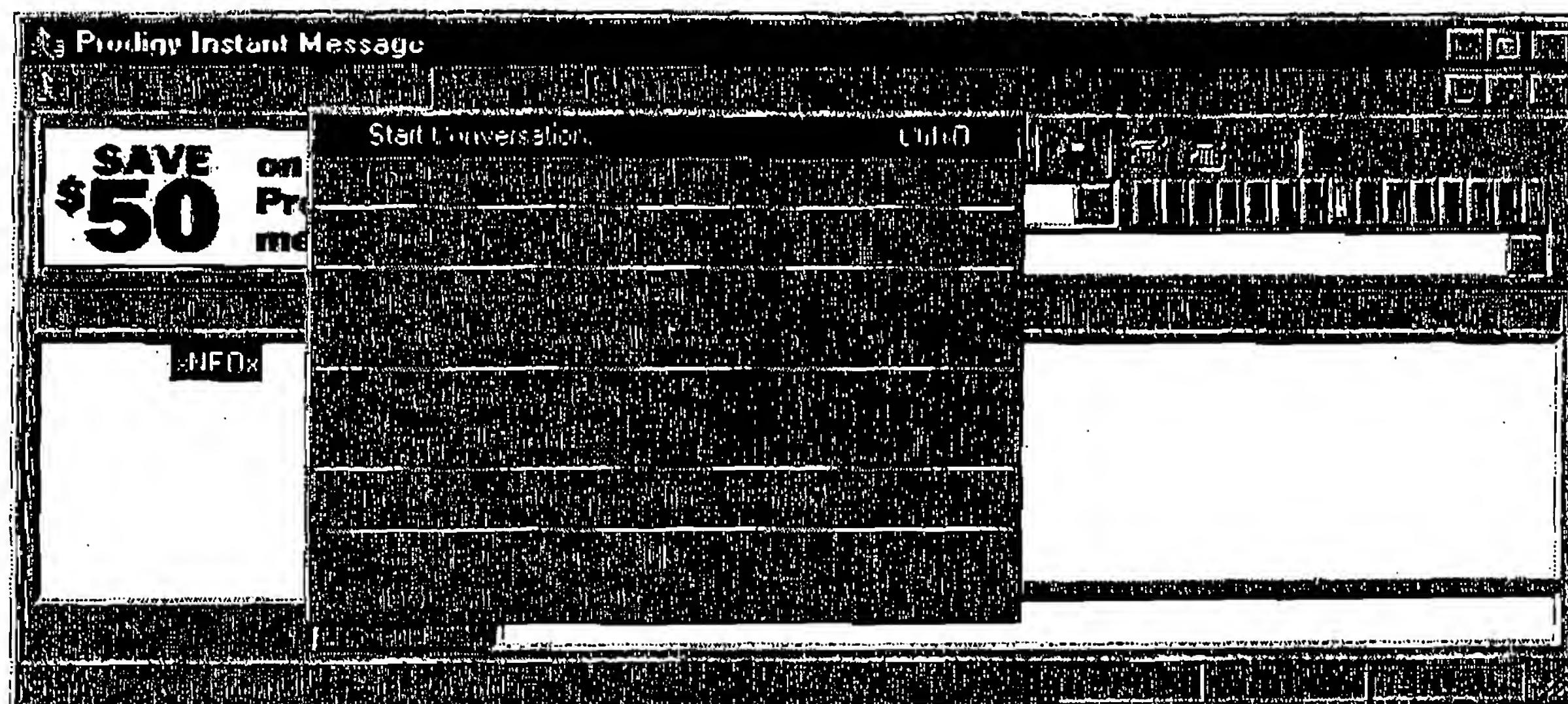


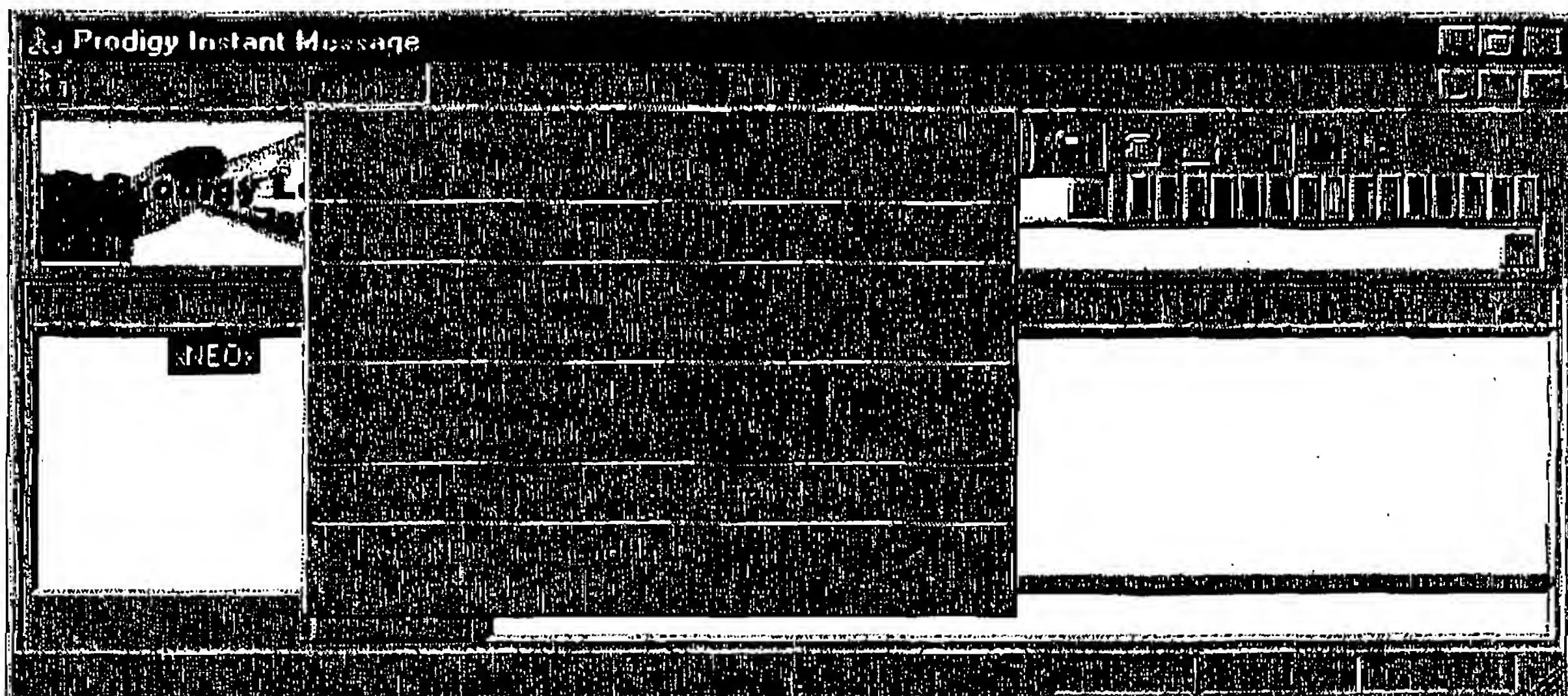


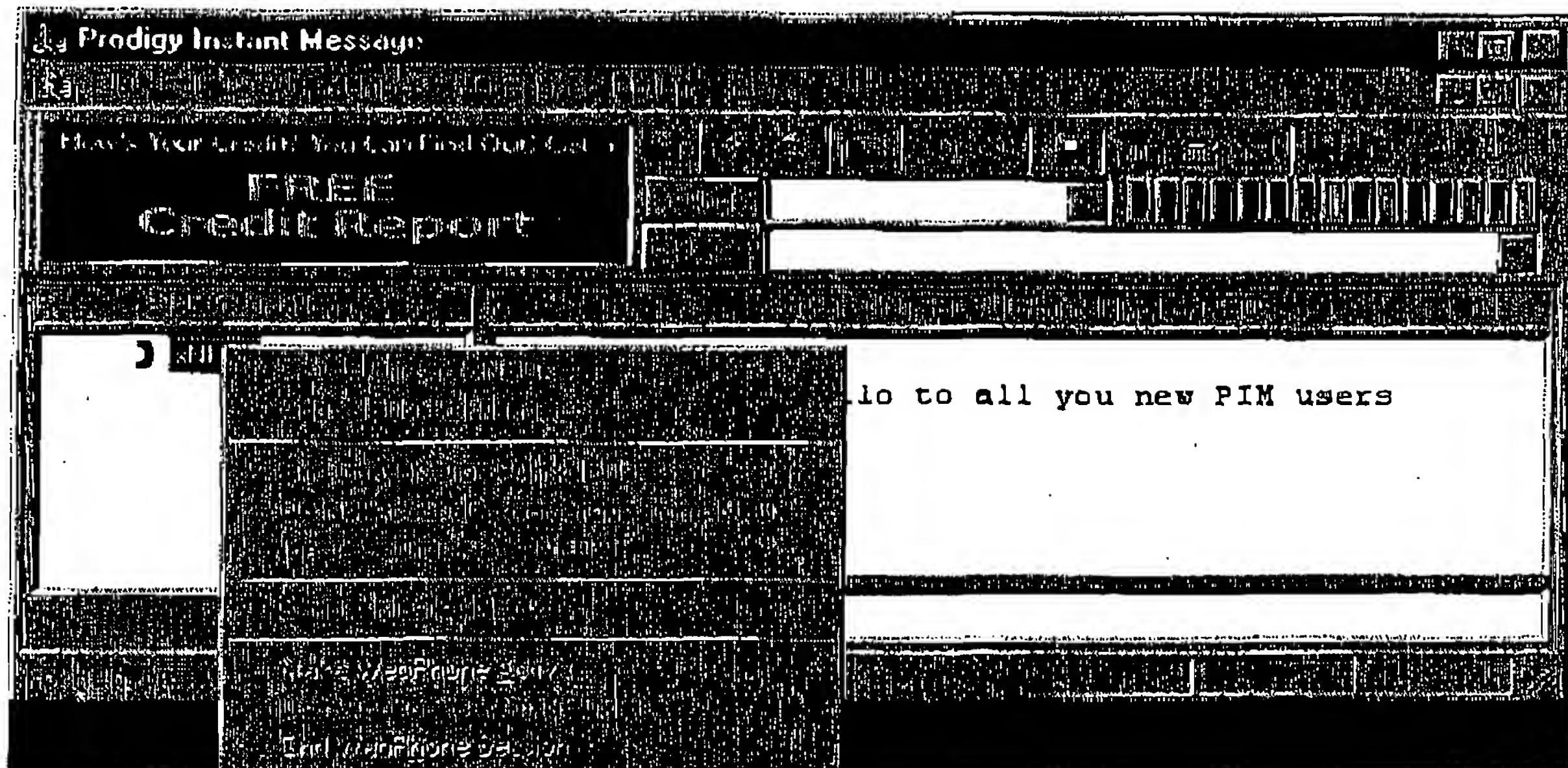


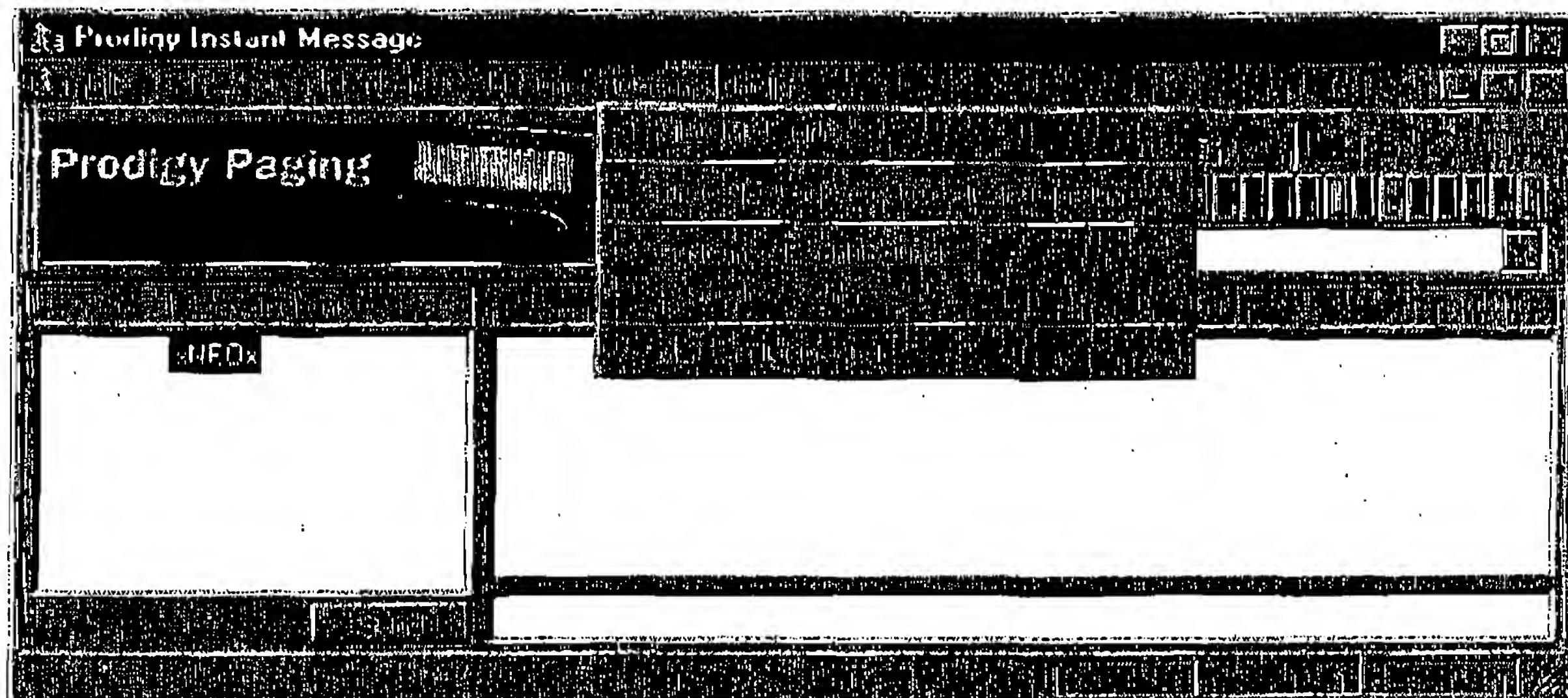


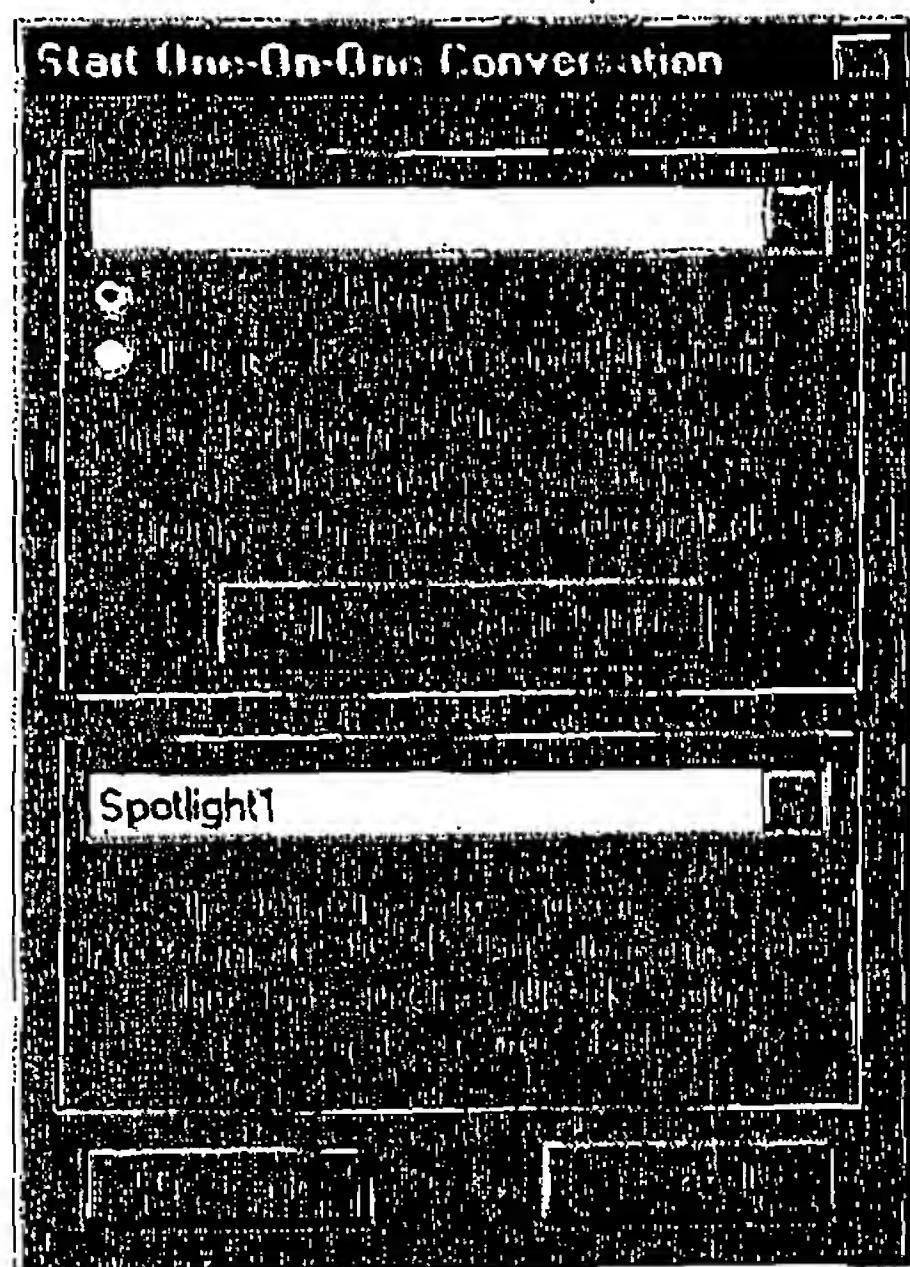


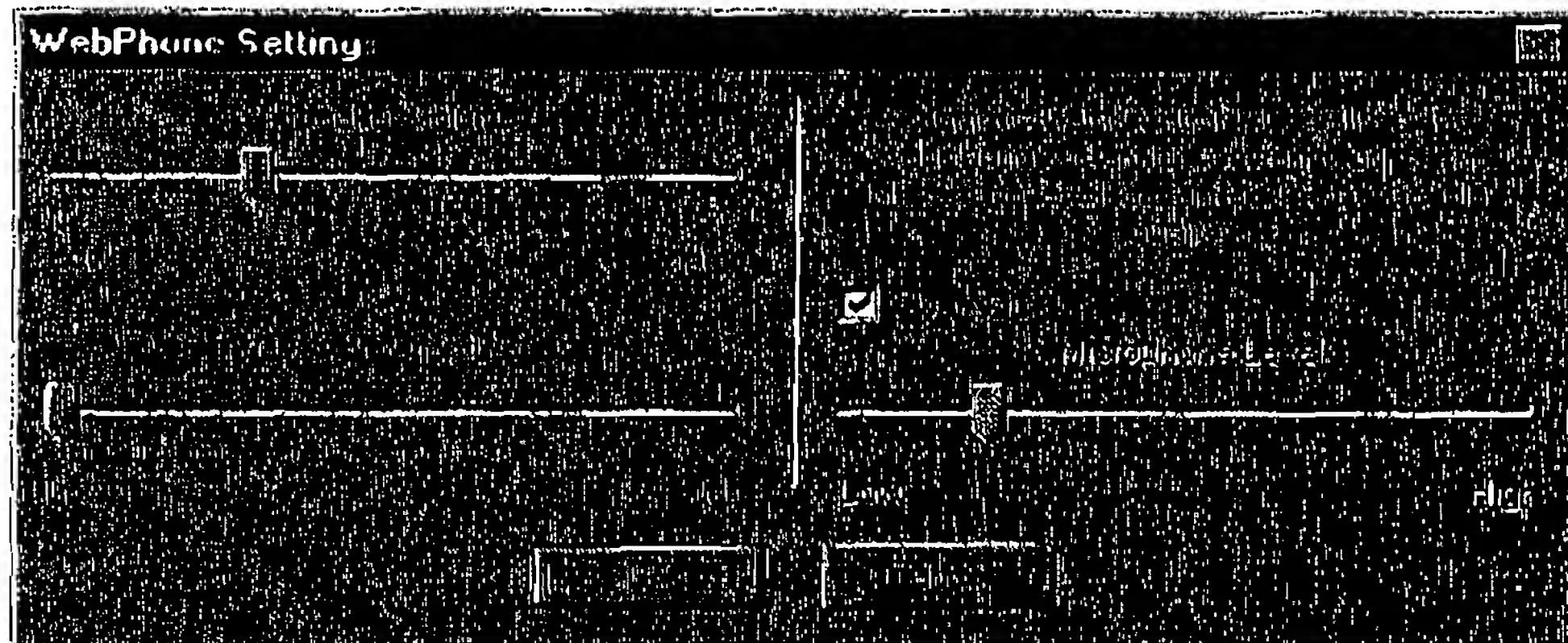


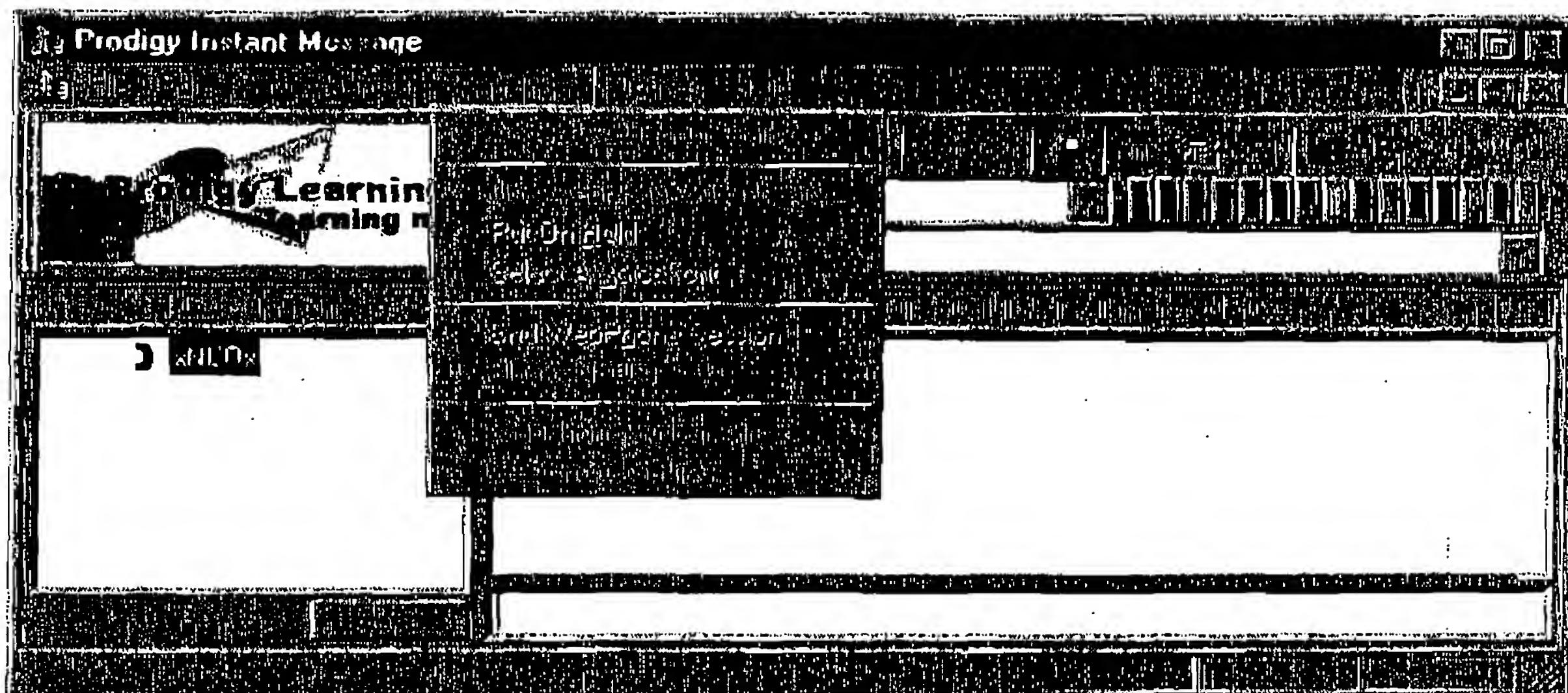


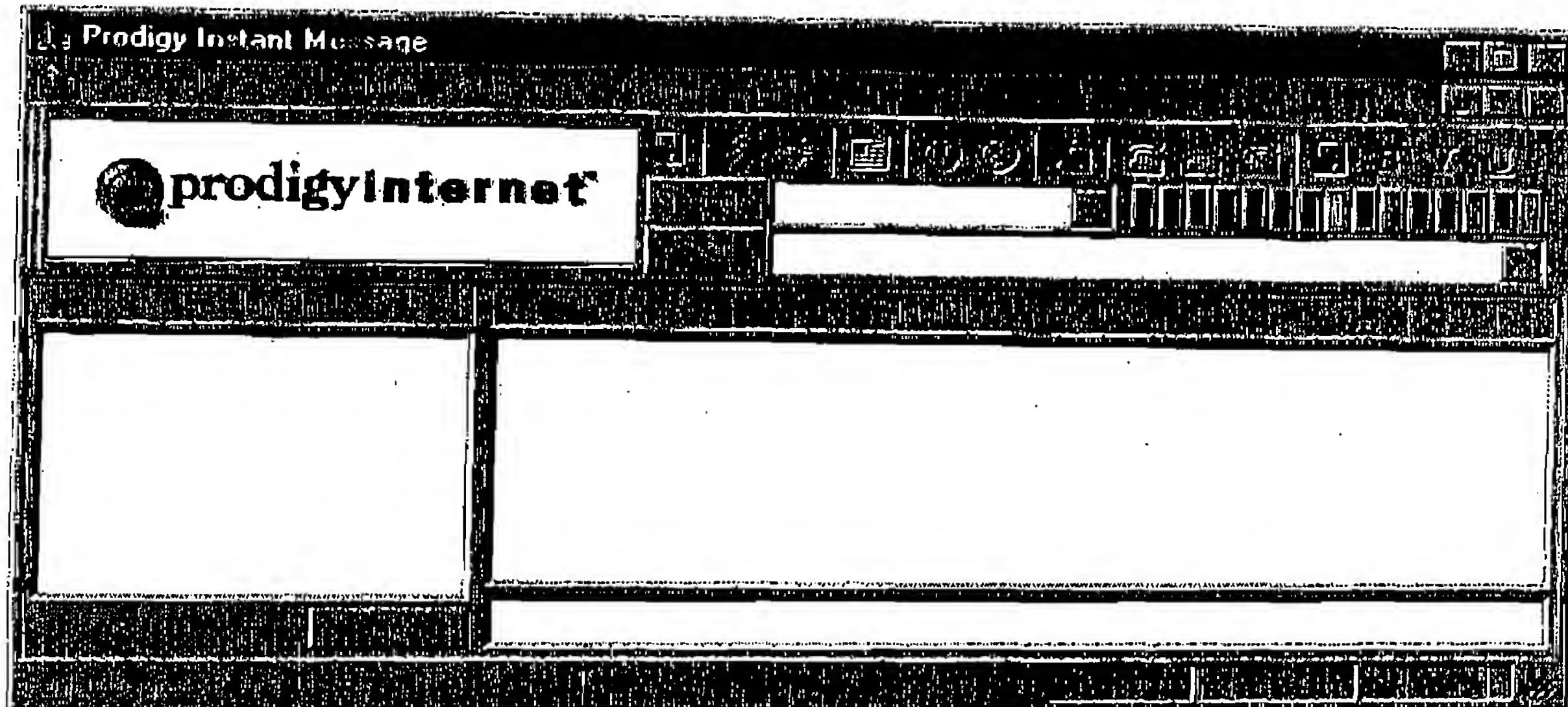


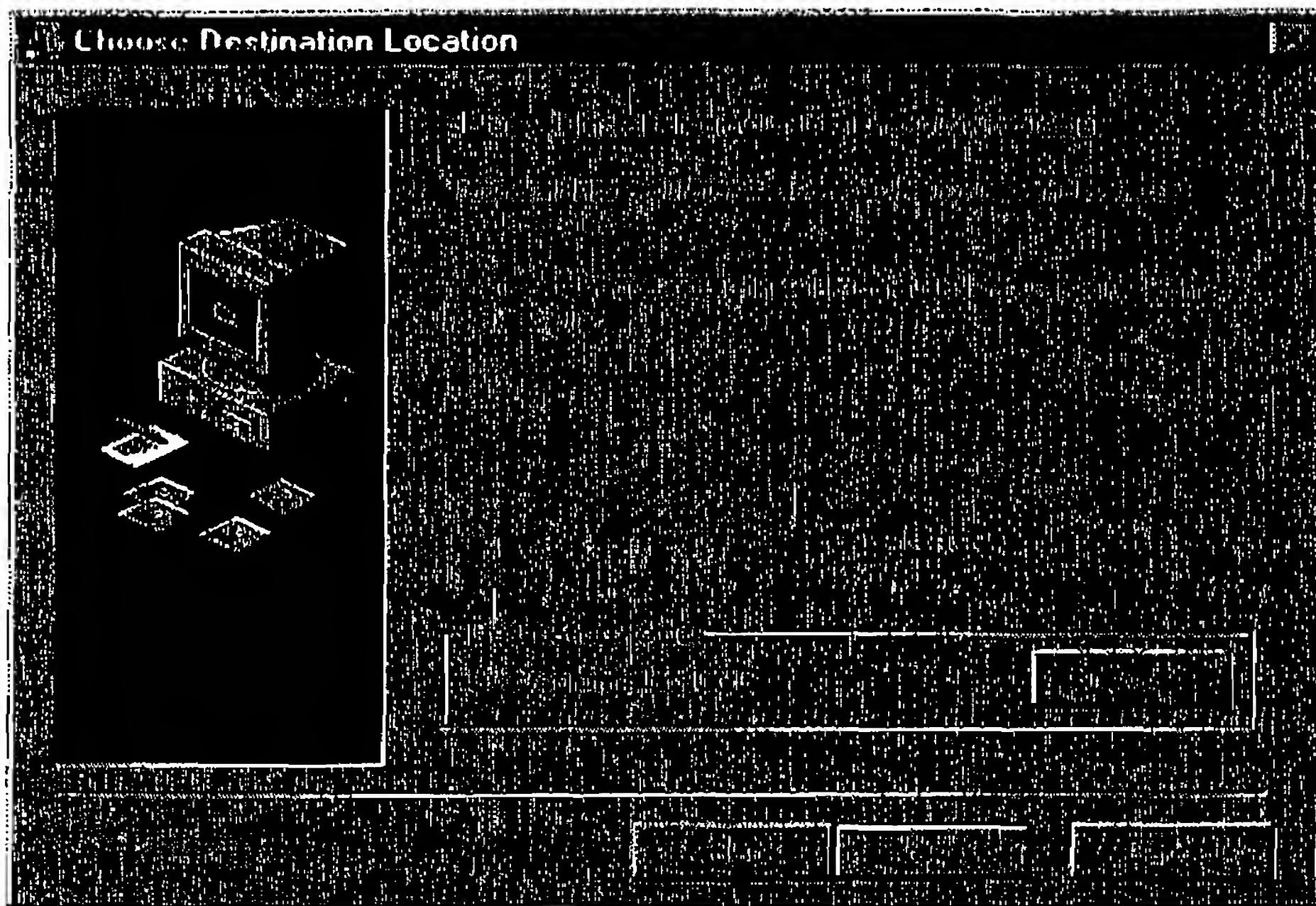


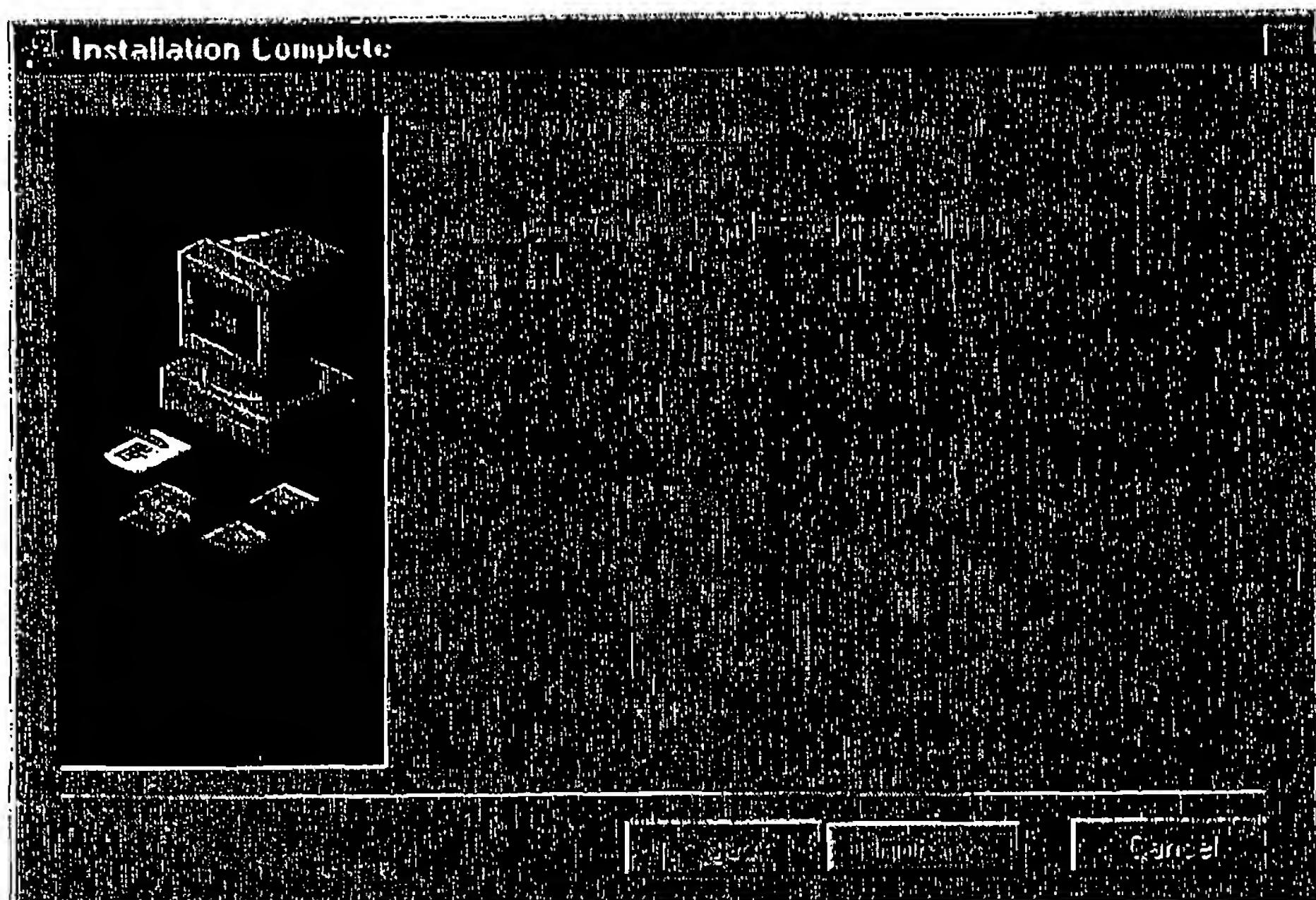


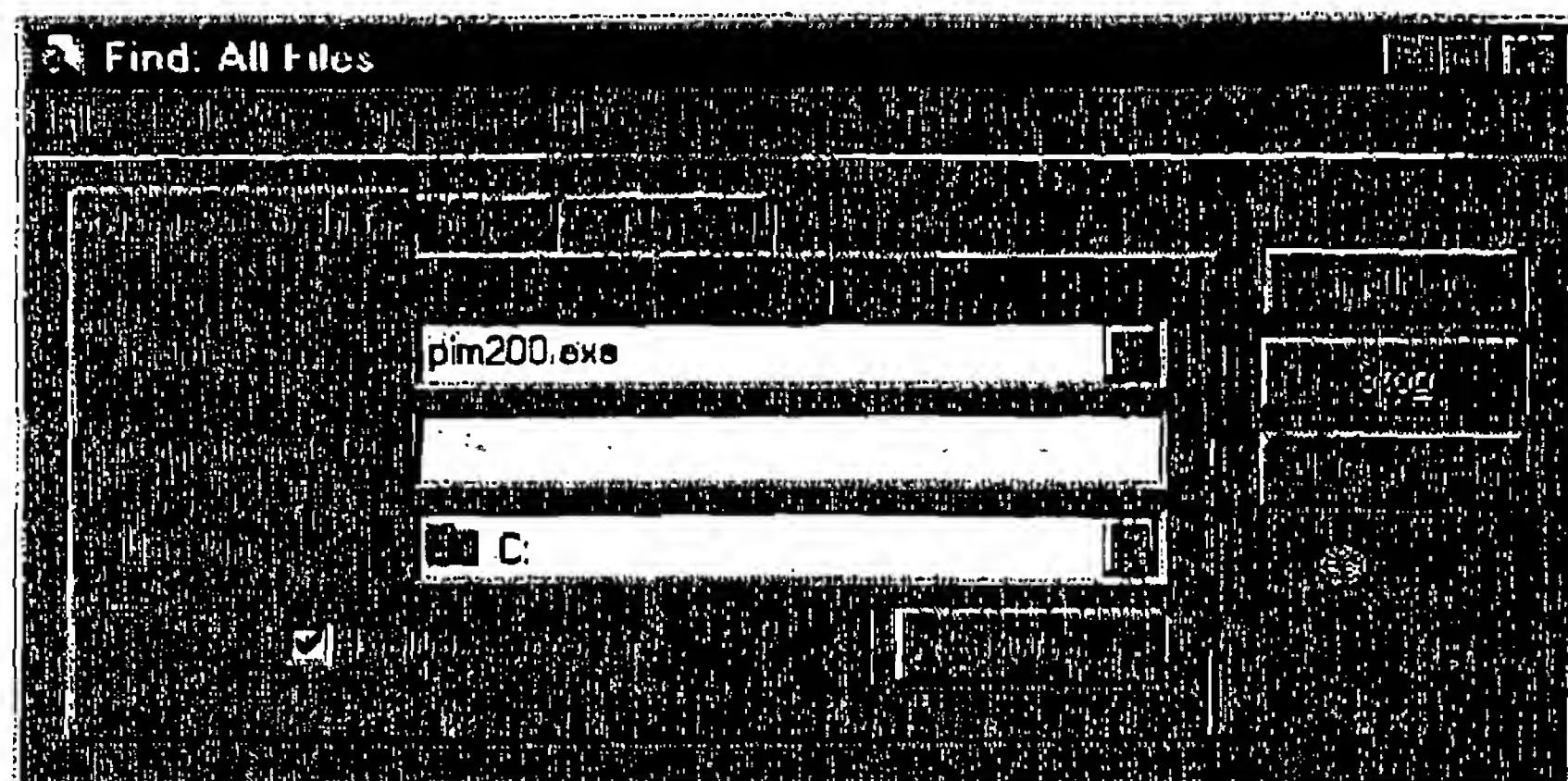


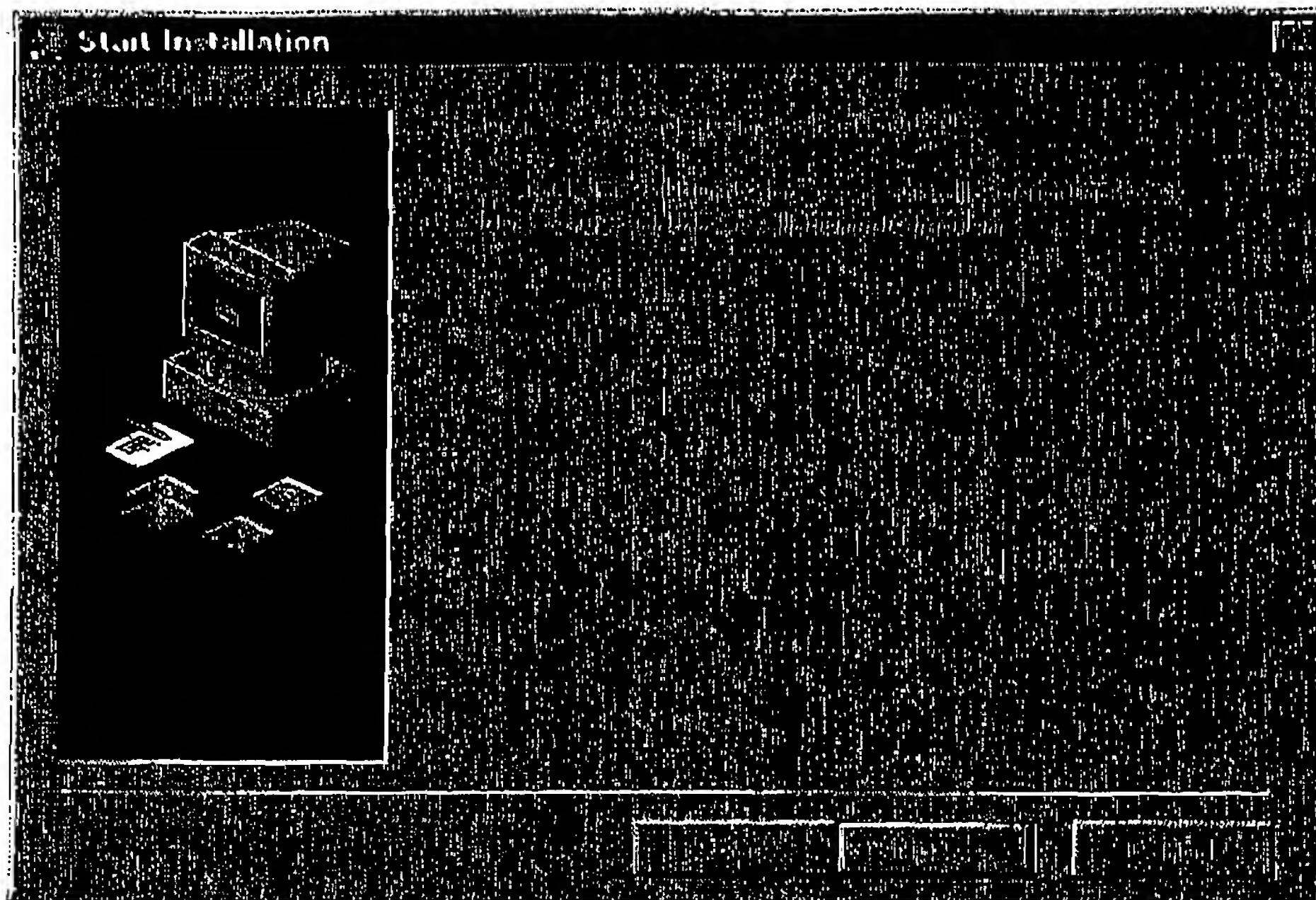


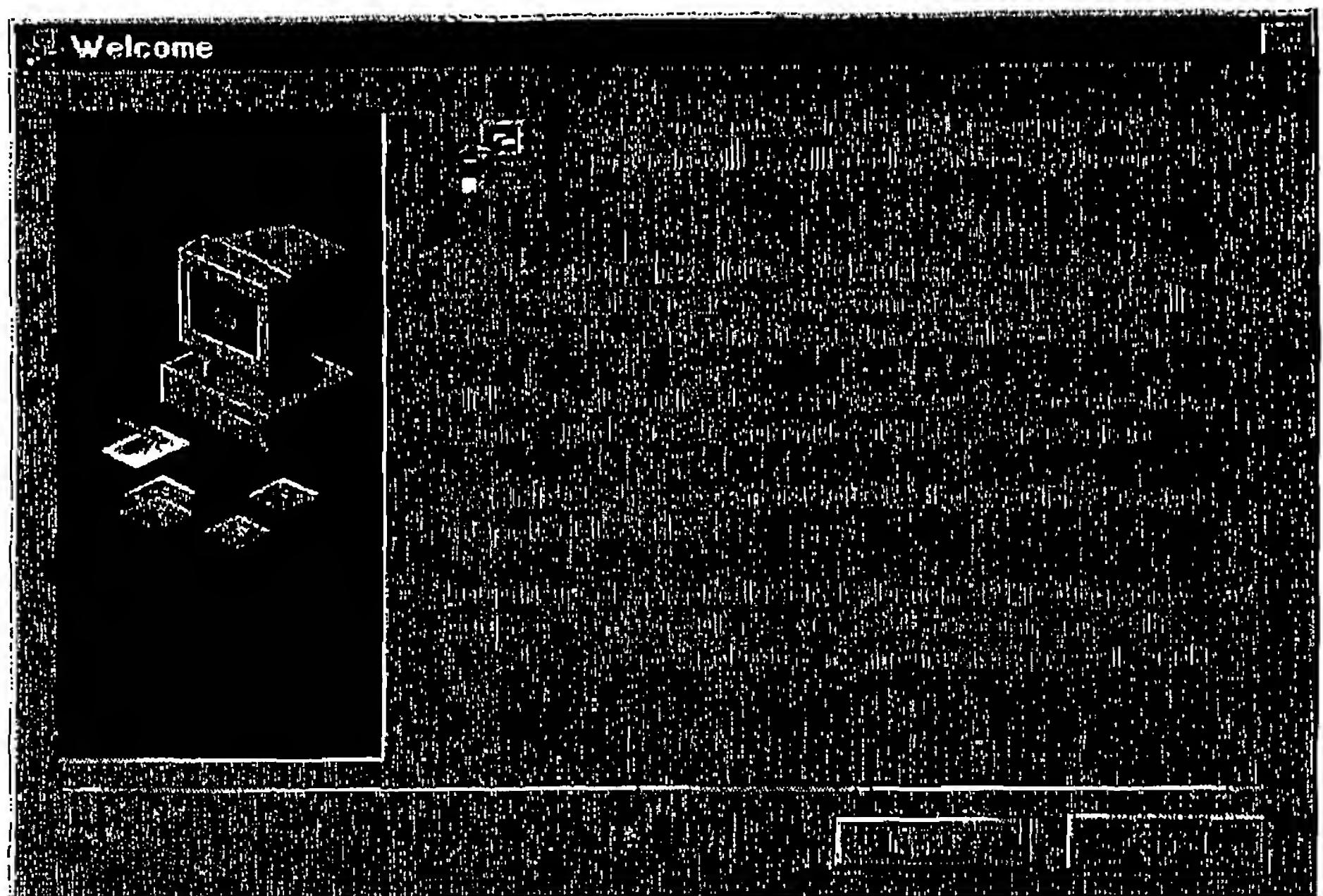


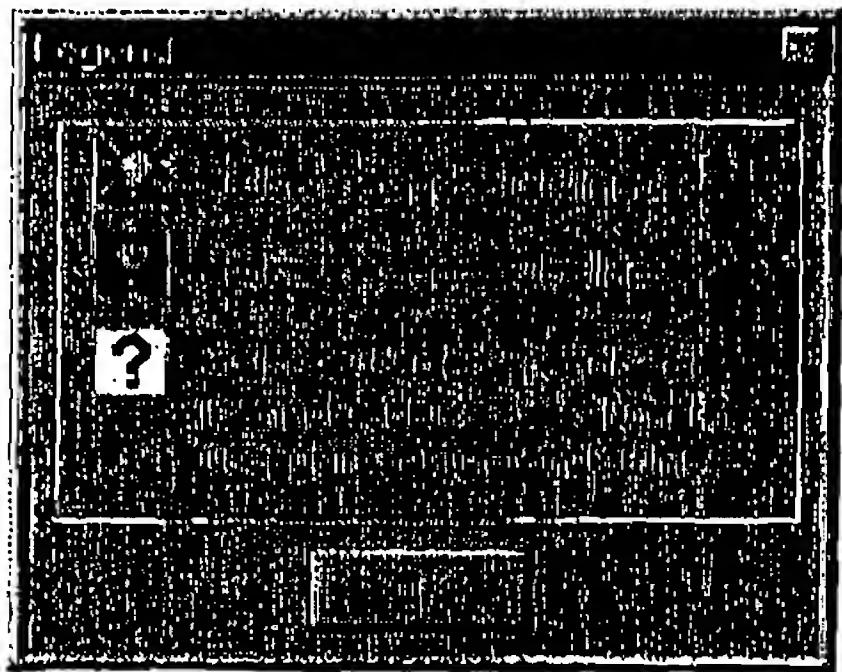




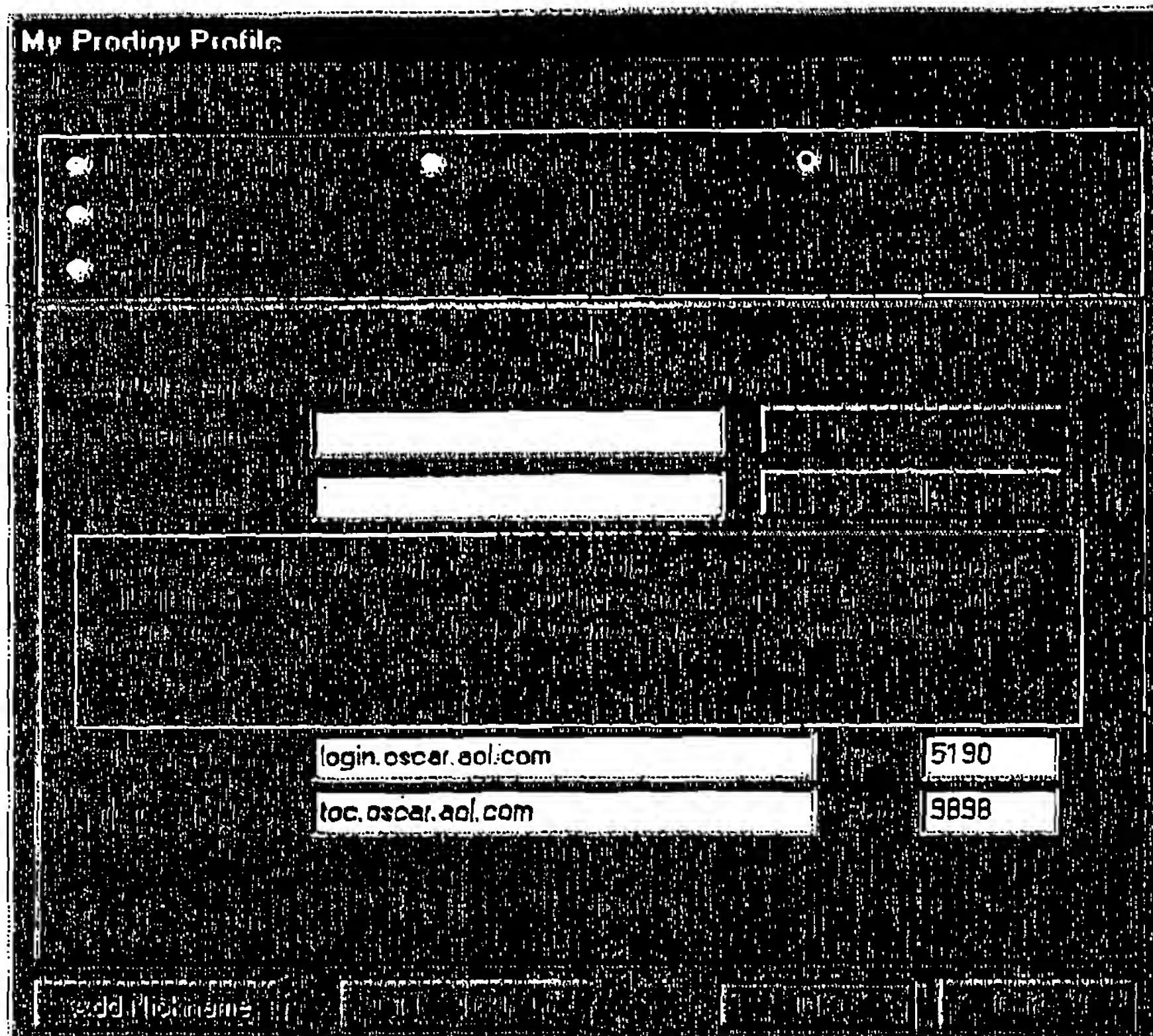


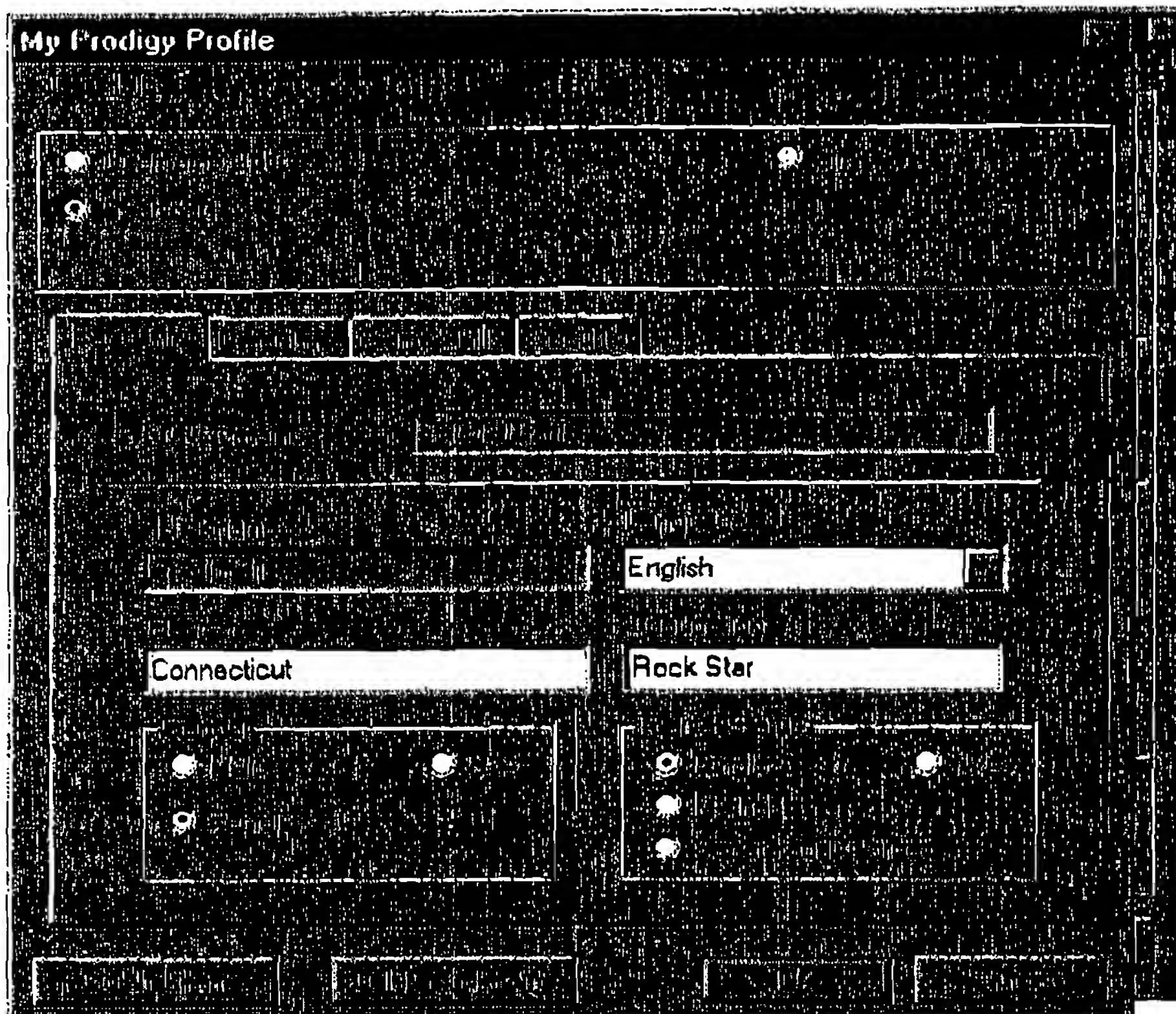


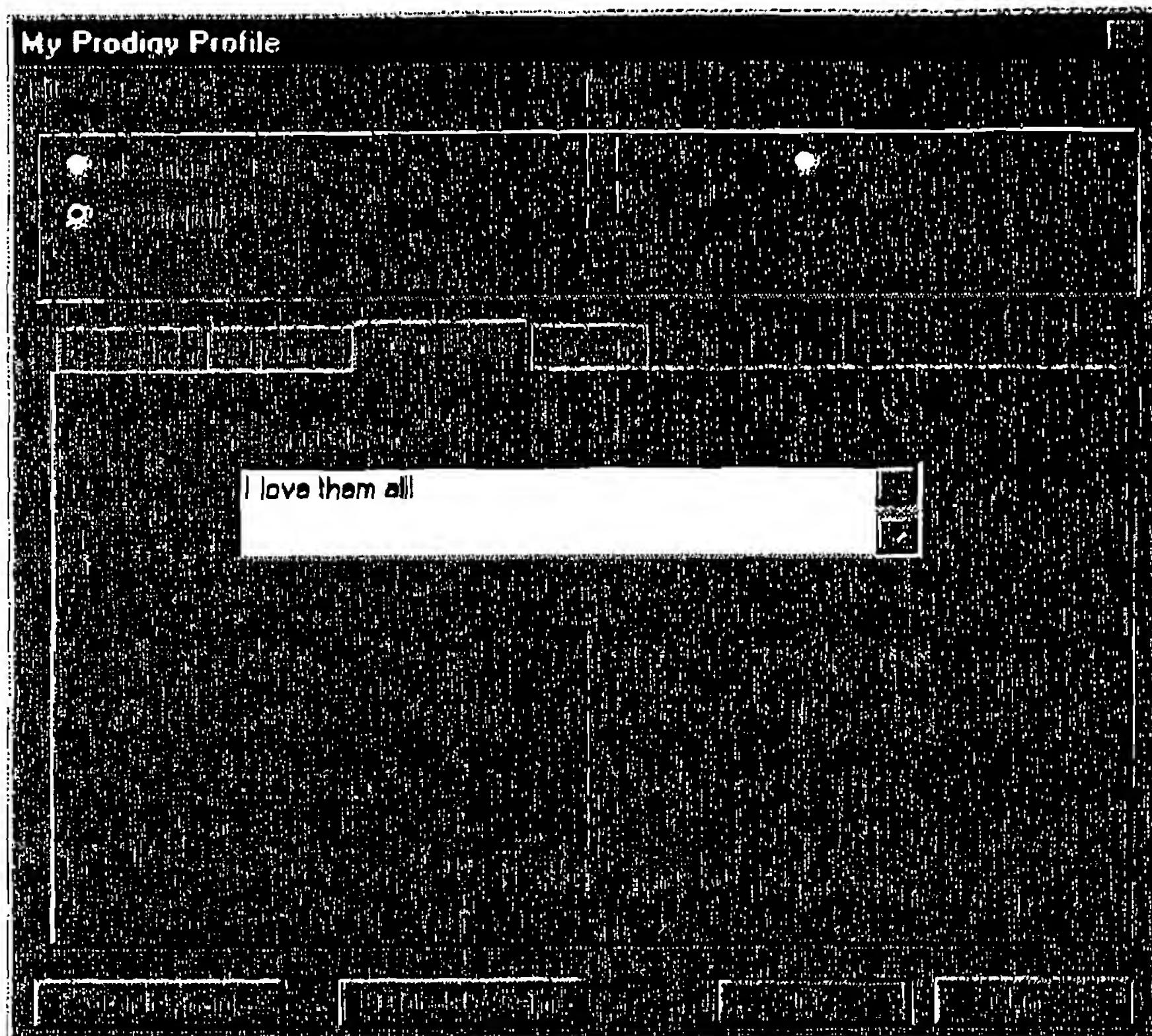


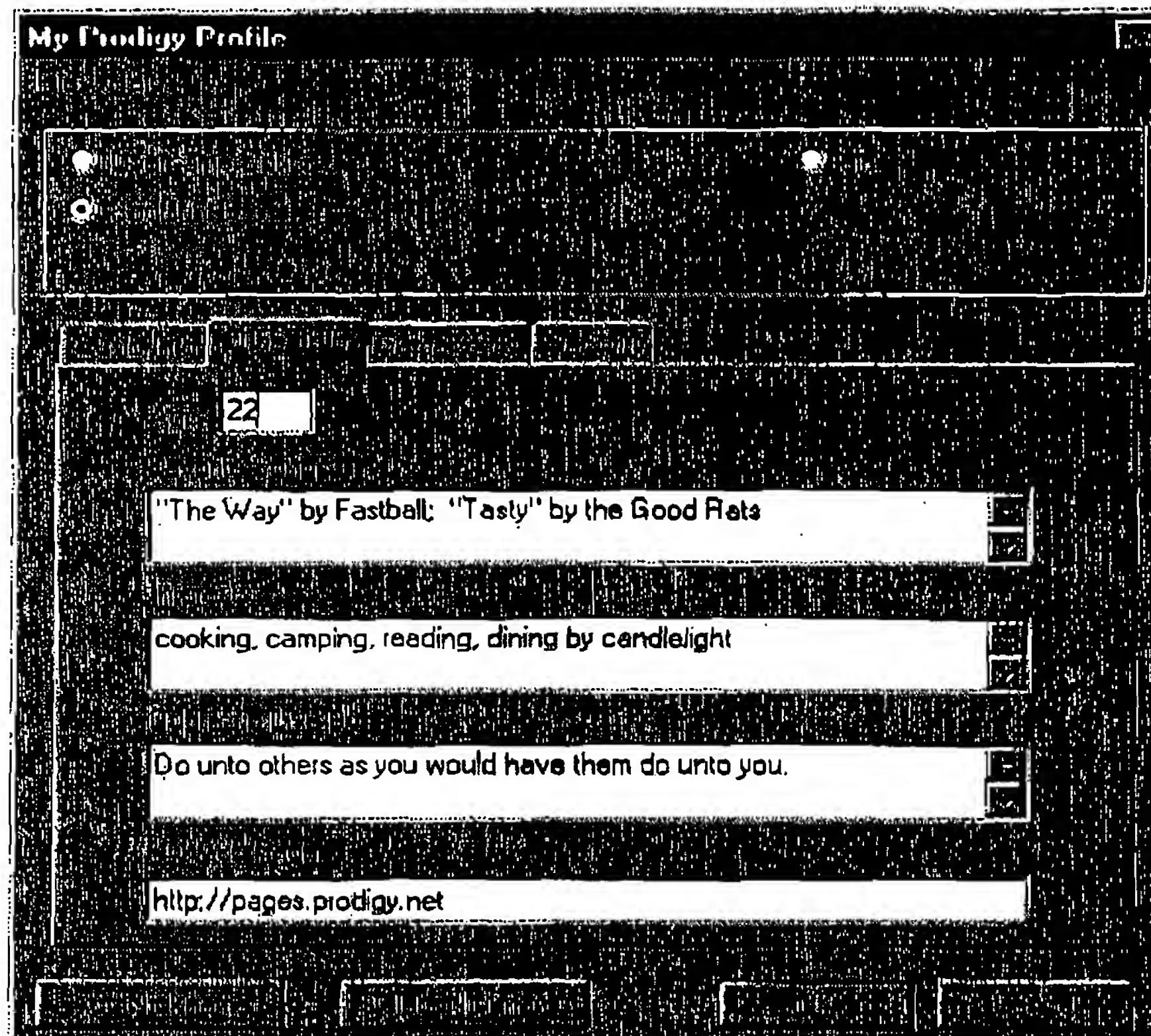


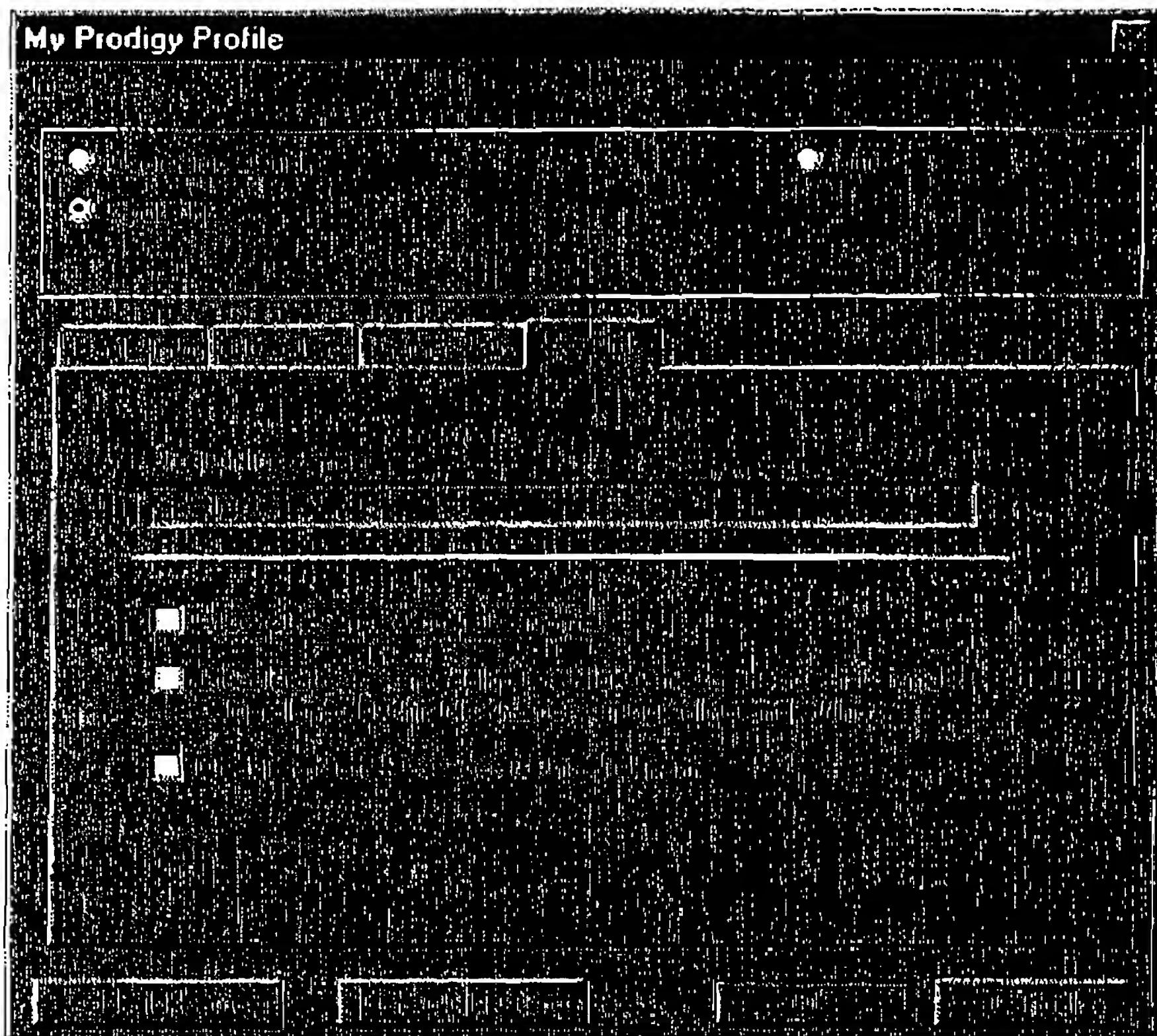


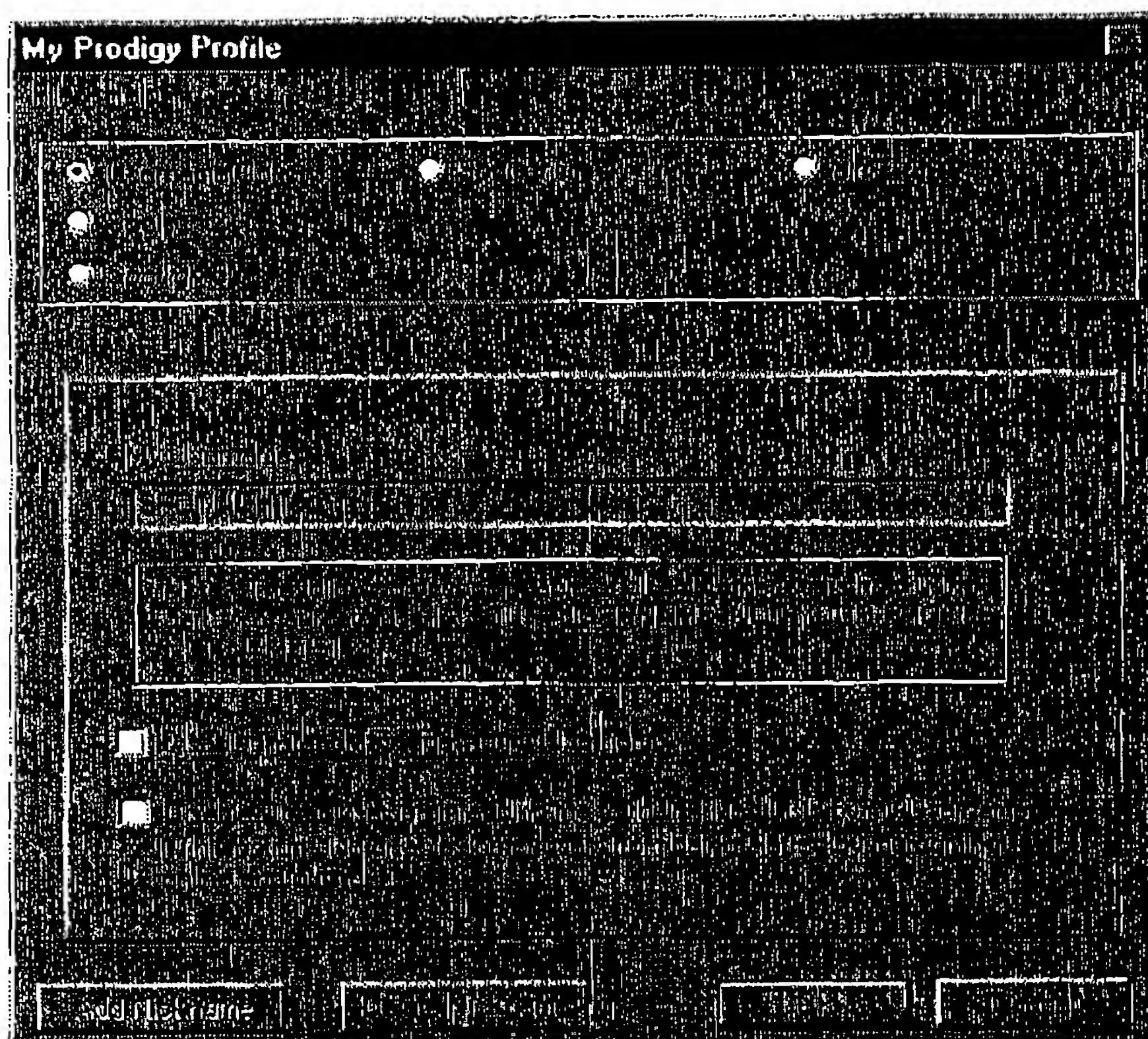












PIM Tutorial.txt

PIM Tutorial.txt
Beta web page instructions
Peter Nemarich
4/28/99

INTRO/OVERVIEW

Prodigy Instant Messaging (PIM) is everything you need to communicate instantly with all your online friends. It's actually a suite of several chat and instant messaging products rolled into one. Here are some of the great things you can do with PIM:

- Chat in a public room
 - Chat in a private room
 - Send/receive Instant Messages with your Prodigy Internet and AOL Instant Messenger (AIM) chat friends
 - Send/receive files directly from an Instant Message window, without anyone seeing your e-mail address
 - Create multiple nicknames (up to three) for Prodigy Internet chat
 - Create an AOL Instant Messenger profile
 - Allow other users to see that you're online
 - Be notified when your chat friends are online
 - Use the WebPhone feature to have real-time voice conversations with other WebPhone-enabled chat friends (requires microphone and duplex or half-duplex sound card)
-

OPERATING SYSTEM REQUIREMENTS

PIM requires Windows 95 or Windows 98. The product will not work with Windows 3.1 or Mac at this time.

GETTING STARTED

The PIM download is an online installation, meaning that you will need to remain connected to the Internet while the necessary files download and install to your computer. The download occurs in two steps: (1) you download a small file called pim200.exe, and (2) you run this file while online to complete the installation. The entire installation should take between 10 and 20 minutes, depending on what system files already exist on your computer, what connection speed you use, and Internet traffic levels at the time you download.

DOWNLOAD & INSTALL PIM

- 1) Go to <http://chat.prodigy.net/download/pim200.exe>
- 2) When prompted, you can either save the file to your computer by choosing "Save this program to disk," or you can choose "Run this program from its current location." [IMAGE: download1.bmp] Either choice is OK. However, not all browsers offer the option to run the program from its current location.
- 3) If you chose "Run this program from its current location," pim200.exe will begin loading. After 2-4 minutes, you will receive a Security Warning [IMAGE: download security warning.bmp] asking "Do you want to install and run pim200.exe from chat.prodigy.net?". Click <Yes> to continue, and skip to step #8 below.

NOTE: Please ignore the message that says "The publisher cannot be determined due to the problems below: Authenticode signature not found."

PIM Tutorial.txt

4) If you chose "Save this program to disk," specify a location on your computer in which to save the file (such as your Desktop, for example) and click Save.

5) The pim200.exe download will take about 2 to 4 minutes. When the download is complete, click OK if prompted. Remain online.

NOTE: During the download of pim200.exe, you will see an "Estimated time left" shown in the File Download window. The time shown will be inaccurate, so please ignore it. The pim200.exe download will take about 2 to 4 minutes.

6) Find the file named pim200.exe on your computer. If you saved it to your Desktop, just minimize your browser (by clicking on the minus sign in its upper right corner) to reveal your Desktop. If you saved the file elsewhere on your computer, look for it with either the Explore window or the Find window. To use either option, right-click the Start button on your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) To use the Find window, [IMAGE: install find.bmp] enter the filename of pim200.exe in the "Named" box, enter C: in the "Look in" box, make sure the "Include subfolders" box is checked, and click "Find Now".

7) When you have found the file pim200.exe on your computer, double-click it. Remember that you must be online at this point. NOTE: Depending on your Windows settings, this file might appear to be named pim200 instead of pim200.exe.

8) Click <Next> on the Welcome screen to continue. [IMAGE: install welcome.bmp]

9) Click <Next> to install the PIM software to the default directory suggested, or click <Browse> to choose a different directory. [IMAGE: install choose destination.bmp]

10) Click <Next> on the Start Installation screen to continue. [IMAGE: install start installation.bmp] There might be a delay of 30 seconds or so before the files begin downloading.

NOTE: During the PIM online installation, you will see a "Time Remaining" indicated in the Install window. The time shown will be inaccurate, so please ignore it. The installation should take between 10 and 20 minutes.

NOTE: Most of the download and install images need to be redone once the program has been renamed "PIM". Presently, they are showing a filename of "cng199.exe" and program name of "Prodigy CNG".

IMPORTANT:

If you have AOL Instant Messenger installed on your machine, you might want to adjust it so that it does not automatically start whenever Windows starts. To do this, start AOL Instant Messenger, then go to File, My Options, Edit Preferences. Under the General tab, uncheck the boxes next to "Start AIM when Windows starts." Click OK, and close AIM to end your AIM session. If you do not make this adjustment, your AIM software will not work when PIM is launched.

11) When the online installation is completed, you might see a window containing the PIM icons. For now, close this window by clicking on the X in its upper right corner.

12) When you see the Installation Complete window, [IMAGE: install complete.bmp] click <Finish> to exit the installation.

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- 13) You may delete the file pim200.exe on your computer. NOTE: Depending on your Windows settings, this file might appear to be named pim200 instead of pim200.exe.
 - 14) Disconnect from Prodigy Internet. (Need to restart computer here? I don't think so, but check.)
-

USING PIM FOR THE FIRST TIME

1) Sign on to Prodigy Internet.

2) You need at least one nickname to use PIM. If your Prodigy Internet username already has a chat nickname associated with it, you will see the Prodigy Friends screen. [IMAGE: friends.bmp] If you see this screen now, please skip to the PRODIGY FRIENDS section below.

NOTE: If you do not see either the Prodigy Friends screen or the "Please Choose a Prodigy PIM Nickname" screen, you can start PIM by clicking on Start, Programs, Prodigy PIM, Friends.

3) If your Prodigy Internet username does not yet have any chat nicknames associated with it, you will see a screen that says "Please Choose a Prodigy PIM Nickname". [IMAGE: choose a nick.bmp] Nicknames must be between 3 and 20 characters long. They must begin with a letter. No extraneous characters may be used (ex. spaces, hyphens, underscores, etc.). Enter your desired nickname, then click OK.

NOTE: Choose any nickname that you wish, but because it can be seen in public chat rooms, it should probably not include your real last name. It need not include your real first name either. If the nickname you desire is already taken, try adding numbers at the beginning, middle, or end of the name to make it unique. You can always change your nickname later, or create additional nicknames (up to three) if you wish.

4) After you have entered an available nickname, you will see the Prodigy Friends screen. [IMAGE: friends.bmp]

PRODIGY FRIENDS

Think of the Prodigy Friends screen as the "nerve center" of PIM. From it you can launch any of the PIM components, which include Chat, Instant Message, and your nickname Profiles. But the really exciting thing about the Prodigy Friends screen is that it can show you which of your chat friends are currently online -- even if they are on AOL or another Internet service! (See the CREATE AN AIM PROFILE section below.)

The Prodigy Friends screen appears whenever you sign on to Prodigy Internet, and can be minimized (hidden), resized, or repositioned to suit your taste. If you wish, you can choose to not start the Prodigy Friends screen when you first sign on to Prodigy Internet -- but try the default setting before you choose this option. Seeing which of your friends is online when you first sign on is fun -- and if you wish, you can set PIM so it either does or does not alert others that you are online.

Although it's probably easiest to launch the PIM components from your Prodigy Friends screen, a second way to launch them is from the PIM icon that is now in your Windows system tray. [IMAGE: systray icon.bmp] Look for this icon on the right side of your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Just single-click the icon (either a right or left click) to see the menu of PIM options.

PIM Tutorial.txt

A third way to launch any of the PIM components is from the Windows Start menu. Click Start, Programs, Prodigy PIM, and the component you want to use.

Take a look at the Prodigy Friends screen. In the center there are several folders (called List Groups), including:

- Friends Currently Online
- General Friends
- Chat Friends
- Gaming Friends
- Email Friends
- Enemies

Only the first List Group, "Friends Currently Online," is permanent. The other List Groups (General Friends, Chat Friends, etc.) are just suggestions; you can add or delete List Groups as you wish.

The "Friends Currently Online" List Group shows you which of your friends is currently online, denoted by a yellow lightbulb icon next to each nickname. You won't see any names listed here until you add some nicknames, so let's do that next.

ADD FRIENDS

Adding Friends to your Prodigy Friends list is easy:

1. Click on one of the List Group names, such as "General Friends".
2. Click the <Add Friend> button at the bottom left of the Prodigy Friends screen. [IMAGE: add a new name.bmp]
3. Enter either the chat nickname or username of the Prodigy Internet member you wish to add. It makes no difference whether you use upper or lower case letters here.
4. Click the appropriate button to indicate whether you've entered a nickname or username, then click OK.

If you enter a username, do not include "@prodigy.net". Enter only the part of the name that comes before that. For example, if your friend's e-mail address is Kramden@prodigy.net, enter Kramden, and click the "This is a Prodigy Internet username" button.

After you click OK, your friend's nickname (or username) will be added to the list. If he or she is online, you will see a yellow lightbulb icon to the left of the friend's name. If he or she is offline, you will see a gray lightbulb icon. If the member has elected to disable your ability from seeing whether he or she is online, you will see a question mark icon. [IMAGE: legend.bmp]

Single-clicking on the plus or minus sign to the left of the List Group name opens or closes the list so you can view its contents.

MOVE FRIEND TO A DIFFERENT LIST GROUP

To move a friend from one List Group to another, click on the name and drag it to a different List Group.

DELETE FRIENDS

To delete a friend, click on the name (right or left click), then select Delete Friend.

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ADD NEW LIST GROUP

To add a new List Group, click File, Add a New List Group.

DELETE LIST GROUP

To delete a List Group, click File, Delete a List Group.

RIGHT-CLICK OPTIONS

Right-clicking on either a name, a List Group, or the center of the Prodigy Friends window itself will give you the options to Add or Delete Friends and Add/Delete List Groups. These options are also available from the Prodigy Friends <File> drop-down menu.

ADD AIM FRIENDS

You must create an AIM Profile before you can add AIM Friends to your Prodigy Friends list. See the CREATE AN AIM PROFILE section below.

ADDITIONAL HELP

To see complete instructions for using Prodigy Friends, first start Prodigy Friends. Click the Prodigy Friends <Help> drop-down menu, then select Contents.

SET PREFERENCES

[IMAGE: friends preferences.bmp]

Click the Prodigy Friends <View> drop-down menu, then select Preferences. From this screen you can set the following preferences:

- Play Sound when a Friend Logs On
- Play Sound when a Friend Logs Off
- Block Other Users from Adding me to their Friends Lists via my USERNAME
- Select which nickname I want to use
- Allow All Members to Add Me to their Friends Lists, and enable other users to receive alerts by this nickname coming online and offline.
- Block All Members from Adding me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline.
- Display Friends Logon/LogOff Alert Box for 5 seconds then close.
- Start Friends List upon Logon.

NICKNAME PROFILE

Click the Prodigy Friends <View> drop-down menu, then select My Profile. From this screen you can:

- Enter information about each of your nicknames, including Basic Info, Other Info, and Game Skills. Enter as much or as little information as you would like other members to see.

[IMAGE: profile basic.bmp]

[IMAGE: profile other.bmp]

[IMAGE: profile game.bmp]

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- Set Security preferences, [IMAGE: profile security.bmp] including whether you want to allow others to see your username; whether you want to disable others from adding your nickname to their Friends Lists; and whether you want to disable Instant messages sent to your nickname.
- You can also add or delete nicknames from the Profile screen. You can have up to three different Prodigy Internet chat nicknames, plus one AOL Instant Messenger (AIM) profile.
- Enter Username Options, [IMAGE: profile username options.bmp] including whether you want to disable all users from sending Instant messages to your username, or whether you want to disable all users from adding your username to their Friends Lists.

CREATE AN AIM PROFILE

Prodigy Friends allows you to communicate with anyone on the Internet who uses AOL Instant Messenger (AIM). To use this feature:

1. Click the Prodigy Friends <View> drop-down menu, then select My Profile.
2. Click the "aim" button in the upper right corner of the My Profile screen. [IMAGE: profile aim.bmp]
3. If you already have an AIM screen name and password, [IMAGE: profile aim enroll.bmp] enter them on this screen, click OK, and skip to step #__ below. If you do not have an AIM screen name and password, click the <Create Account> button.

NOTE: If you receive a message saying that the Create Account feature is not available at the present time, click OK, Cancel, then restart Profile and try again.
4. On the AIM Enrollment screen, [IMAGE: profile aim enroll.bmp] enter your desired screen name, password (enter twice), and your real e-mail address. AIM screen names must be 3-10 characters long (using letters, numbers, or spaces) and must begin with a letter. Click the <Enroll> button to continue.

NOTE: When completing the AIM Enrollment screen, it is important to enter your real e-mail address because AOL will send you a confirmation letter that you must respond to in order to keep your AIM account active. Your e-mail address will not be visible to AIM members unless you select an option to make it visible.

If the screen name you entered is already taken, you will receive a message asking you to try a different screen name. Choose any screen name that you wish, but because it can be seen in public chat rooms, it should probably not include your real last name. It need not include your real first name either. If the screen name you desire is already taken, try adding numbers at the beginning, middle, or end of the name to make it unique.

NOTE: If you receive a "Registration Notice" error saying that you are unable to register via this method, and asking whether you would like to try to register through the AIM Web pages, answer Yes. Complete the AIM Registration form, submit it, then return to your Profile screen by clicking on the Profile button on your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Complete the AIM screen name and password fields, then click OK.

5. If your AIM enrollment was successful, you will see a message confirming this. Click OK on this message, and you should then see the Profile screen with your AIM screen name and password filled in. Click OK to continue.

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6. Return to your Prodigy Friends screen by clicking the Friends button on your Windows taskbar. At the bottom of the Prodigy Friends screen you should now see a new List Group named "Aim Friends". (You might have to wait a few seconds before this new List Group appears.)

ADD AIM FRIENDS

To add AIM friends to your Prodigy Friends list:

1. Click once on the "Aim Friends" List Group.
 2. Click the <Add Friend> button at the bottom of the Prodigy Friends screen.
-

HELP FOR ALL PIM COMPONENTS

Each PIM component contains its own specialized Help file. To see complete instructions for any of the PIM components (Chat, Instant Message, Friends List, or Profile), first start the component. Click the component's <Help> drop-down menu and select Contents (or Help Topics).

Instructions for using WebPhone and File Transfer are located in the Instant Message Help file.

THE FOLLOWING SECTIONS WERE COPIED FROM THE PIM HELP FILE (with some editing):

INSTANT MESSAGE

About Instant Messages

An Instant Message is an immediate and private message to a member who is currently logged on. You can send and receive text, sounds, and files. If you have a sound card with duplex or half-duplex capability and a microphone, you can place a WebPhone call to a member who is currently logged on for instant voice communication. When another member connects to you to send you Instant Messages, the Instant Message window automatically appears. You can have up to 16 simultaneous Instant Message connections at one time.

Note: You must have at least one nickname defined in order to send and receive Instant Messages. You must have duplex or half-duplex sound capability and a microphone in order to use WebPhone features.

Instant Message Menus

The following menus are available across the top of the Instant Message window:

File Menu

Use the File Menu options to log Instant Message conversations and save Instant Message conversations to a file and print Instant Message sessions.

Edit Menu

Use the Edit Menu options to copy highlighted information to the windows clipboard and past information from the clipboard.

PIM Tutorial.txt**View Menu**

Use the View Menu to view the toolbar and status bar.

Member Menu

Allows you to connect to a member that is currently logged on to send them Instant Messages. Also allows you to disconnect a member to which you are currently connected. You can also send and receive files. You can choose to exclude member text and sounds from your instant messaging, and accept or prevent file transfers from other members. You can also look up a member's profile and add a member to your Friends List.

WebPhone Menu [IMAGE: fm webphone.bmp]

Use the WebPhone Menu to accept incoming WebPhone calls, call a member that you are currently connected to, put a call on hold, hangup a phone call, block a member from calling you, and configure phone information. Also allows you to define and test VoiceFonts to use to disguise your voice during calls. You must have a sound card with duplex or half-duplex capability and a microphone to use the WebPhone features.

Options Menu [IMAGE: im options.bmp]

Allows you to customize your instant messaging. You can indicate whether you want to single- or double-space session text entries. You can indicate whether you want to bring the Instant Message window to the foreground when you receive new Instant Messages. You can block members from sending you Instant Messages for this session. You can also view your profile, modify event sounds and text messages.

Help Menu

Use the Help Menu to view Instant Message online help.

Instant Message Window**[IMAGE: im.bmp]**

The Instant Message window displays the members to which you are currently connected. It also shows the most recent messages that you have sent and received. You can send sounds, text, and files. You can also place a WebPhone call to members to which you are currently connected. You can view a member's profile by double-clicking on that member or choosing View Profile from the Member menu. You can also add a member to your Friends List by choosing Add To Friends List from the Member menu.

Sessions

Displays the members to which you are currently connected. The member's gender is also displayed if he or she has indicated this in his or her Profile. If you place a WebPhone call to a member, a phone symbol is displayed. If you place a phone call on hold, a new on-hold phone symbol is displayed.

Sounds to play

Displays a list of available sounds that you can send to members to which you are currently connected. You can add new sounds, modify sounds, and delete sounds using the Customize menu. When you select a sound to play it appears in the text box with the /PLAY command.

Stuff to say

PIM Tutorial.txt

Displays a list of available text messages and glyphs that you can send to members to which you are currently connected. You can add new messages, modify messages, and delete messages using the Customize menu. When you select stuff to say, it appears in the text box.

Messages

Displays the most recent messages that you have sent and received for the displayed nickname.

Textbox

Use the textbox to type text and glyphs you want to send.

Formatting buttons

Use the formatting buttons to apply colors, boldface, italics, underline, and plain formatting to the text you want to send.

To connect to a member

[IMAGE: im member.bmp]

[IMAGE: im member start.bmp]

[IMAGE: im start one-on-one.bmp]

1. Choose Start a One-on-One Conversation from the Member menu or click the Start a One-on-One Conversation button on the toolbar.
2. Enter the nickname or username of the member to which you want to connect, or click the drop-down arrow to select one from your Recent Connections List.
3. If you enter a username, click This is a username. If you enter a nickname, click This is a nickname. If you choose a member from the list, the system automatically knows whether it is a username or nickname.
4. To edit your connect to list, click "Edit Connect To List". You can edit a name, delete a name, or move a name in the list.
5. Click the drop-down arrow to select the Nickname you want to use to connect to this member, or use your username (which is the default entry).
6. Click Connect.
7. To disconnect, choose End Conversation with user from the Member menu or click the End Conversation with user button on the toolbar.

Tips:

You must know the member's exact username or nickname. In the list, usernames are prefixed by "(ID)." However, you do not have to enter this prefix when entering usernames.

You can view a member's profile by selecting Member Information from the Member menu or by clicking the Member Information button on the toolbar.

If the member is not currently online a message appears indicating that the member is not currently connected. You can send Instant Messages to members who are currently logged on only.

You can connect to a member several times in the same session using different
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nicknames.

If the member has defined a gender, it is displayed in the Instant Message window.

FILE TRANSFER

To send a file to a member

1. Choose Send A File from the Member menu. [IMAGE: im member sendfile.bmp]. You can also right-click the member's nickname. [IMAGE: im nick right-click.bmp]
2. Choose the file you want to send [IMAGE: im file xfer choose file.bmp], type in a brief description if desired [IMAGE: im file xfer info.bmp] and click OK.

Tips:

You must connect to a member before you can send that member a file.

You can accept or prevent file transfers from other members by choosing Accept File Transfers or Prevent File Transfers from the Member menu.

Under the Prodigy Internet Member Agreement, you agreed not to use Prodigy Internet to send, store, or submit for public posting, any obscene, sexually explicit, or illegal material (including material the transmission of which violates any applicable law), or material which violates Internet standards or customs, or any material that is protected by copyright without the authority of the copyright owner.

WEBPHONE [IMAGE: im webphone.bmp]

webPhone Features

You can place a WebPhone call to a member to which you are currently connected. You must have a sound card with duplex or half-duplex capability and a microphone in order to use the WebPhone features. You can use VoiceFonts to maintain your anonymity when calling other members. You can define WebPhone volume settings. You can also prevent other members from calling you by toggling Accept WebPhone Calls off on the WebPhone menu. You can view the phone system information by choosing WebPhone System Info from the WebPhone menu.

VoiceFonts

A VoiceFont is a defined voice used for Internet voice calls. VoiceFonts can be used to maintain anonymity. You can define mechanical masks to distort your voice, give you a child-like voice, or make your voice higher/lower.

To define VoiceFonts

1. Choose Select a VoiceFont from the WebPhone menu.
2. To use VoiceFonts click Use a VoiceFont.
3. Choose a VoiceFont family.
4. Choose a VoiceFont name.

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5. To test the VoiceFont, click Test VoiceFont.
6. Click Set VoiceFont.

Tips:

You must have a sound card with duplex or half-duplex capability and a microphone to use phone features.

You can click repeatedly on VoiceFont names and use the Test VoiceFont button to hear the new VoiceFont.

If you do not want to use VoiceFonts, click Do not use VoiceFonts.

To define WebPhone settings

1. Choose WebPhone Settings from the WebPhone menu. [IMAGE: im webphone settings]
2. To change the speaker volume, move the Speaker Volume indicator either higher or lower.
3. To change the vox activation level, move the vox indicator either higher or lower.
4. To use the WebPhone Automatic Gain Control, click Use AGC. If you do not want to use the WebPhone AGC, change the Microphone level by moving the indicator either higher or lower.

5. Click OK.

Tips:

The vox Activation Level is the microphone sensitivity. This tells the system at what level to send your voice to the other member.

The Automatic Gain Control allows the system to constantly adjust the microphone level to maintain the best audio quality.

To place a WebPhone call to a member

1. Choose Use WebPhone from the WebPhone menu or click the Call button on the toolbar.
2. Select the member you wish to call and click OK.

Tips:

You must have a sound card with duplex or half-duplex capability and a microphone to place and receive calls.

When you call a member, a phone icon appears next to that person's nickname in the Instant Message window. You can click on the Speak button to talk to that person.

To put a call on hold, choose Put On Hold from the WebPhone menu.

To prevent other members from calling you, choose Block Member from the WebPhone menu or click the Toggle Phone Block button on the toolbar.

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To end a phone call, choose Hangup from the WebPhone menu or click the Hangup button on the toolbar

ADDITIONAL HELP FOR INSTANT MESSAGE, FILE TRANSFER, WEBPHONE

To see complete instructions for using Instant Message, File Transfer, or WebPhone, first start Instant Message. Click the Instant Message <Help> drop-down menu, then select Help Topics.

CHAT

To see complete instructions for using Chat, first start Chat. Click the Chat <Help> drop-down menu, then select Contents.

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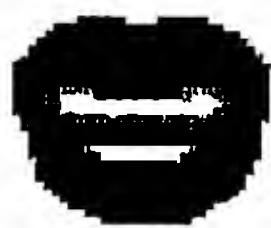
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cng.gif	4/30/1999 1:00 AM	676	0%	676	Betty guide\
details.htm	4/30/1999 1:00 AM	2,563	81%	1,004	Betty guide\
dlwindow.gif	4/30/1999 1:00 AM	8,015	0%	8,008	Betty guide\
faces.gif	4/30/1999 1:00 AM	4,200	3%	4,081	Betty guide\
filed1.gif	4/30/1999 1:00 AM	33,321	0%	33,320	Betty guide\
friend.gif	4/30/1999 1:00 AM	878	5%	838	Betty guide\
frlends.gif	4/30/1999 1:00 AM	15,639	0%	15,635	Betty guide\
friends.htm	5/3/1999 1:00 AM	3,251	59%	1,343	Betty guide\
index.htm	5/3/1999 1:00 AM	5,458	64%	1,987	Betty guide\
Install.gif	4/30/1999 1:00 AM	5,016	0%	5,009	Betty guide\
instamsg.gif	4/14/1999 1:00 AM	1,130	1%	1,114	Betty guide\
instrmsg.gif	4/30/1999 1:00 AM	20,524	0%	20,519	Betty guide\
instrmsg.htm	5/3/1999 1:00 AM	2,234	56%	980	Betty guide\
pim200.exe	8/5/1999 9:13 PM	125,091	6%	117,288	Betty guide\
prodlogo.gif	4/14/1999 1:00 AM	2,203	0%	2,203	Betty guide\
profile.gif	4/14/1999 1:00 AM	666	8%	614	Betty guide\
profile.htm	4/30/1999 1:00 AM	2,779	56%	1,216	Betty guide\
roomlist.gif	5/4/1999 1:00 AM	44,939	0%	44,940	Betty guide\
toc.htm	5/5/1999 1:00 AM	4,033	59%	1,668	Betty guide\
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chat



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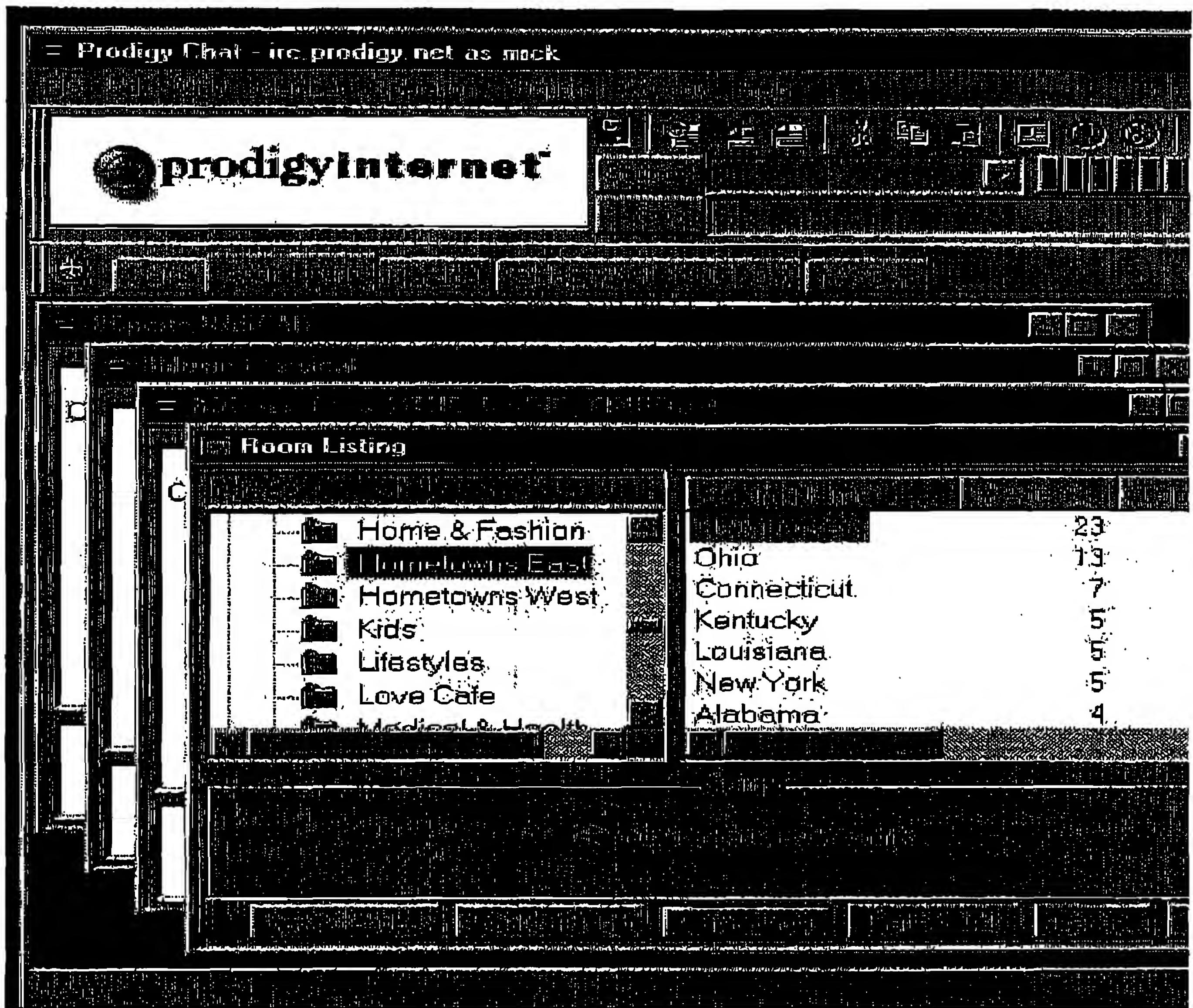
Chat



Allows you to have real-time communications with other members in chat rooms. You can :

- Send and receive text and sound messages
- Reserve up to 3 nicknames
- Participate in multiple chat rooms at one time
- View a listing of available rooms, the number of members currently in each room, and the topic being discussed
- Search for a specific room and add your favorite chat rooms to your hot list
- Enjoy a private conversation with another member
- Send a room alert to alert Prodigy if another member is not behaving properly in a chat room

Chat Window with the Area/Room list



Room List Window

By selecting the room list tab, you can:

- Get a listing of all available rooms, and the number of attendees and the topic for each room
- Find a room that suits your interest, and join the online chat
- View a list of members currently in the room (with an associated gender symbol, if defined by the member)
- Right click on a member to:
 - View that member's profile
 - Add that member to your Friends List
 - Send that member a private message
- Create a new member room
- Enter a selected room
- Refresh the room list

Tip: You can minimize/maximize windows and you can resize and move windows to fit one or more

on your screen.

Chat Menus

When you are connected to Chat, the following menus appear across the top of the window:

File Menu

- Connect to and disconnect from chat
- Save chat text
- Print chat text
- Exit Chat

Edit Menu

- Cut, copy, and paste highlighted information to and from the Windows clipboard

View Menu

- View a list of all available rooms
- Search for a specific room
- View a list of your favorite chat rooms
- Add the current chat room to your list of favorites
- View the toolbar and status bar

Member Menu

- Accept or block private chats
- Ignore all sounds or ignore sounds and text from a specific member
- View a member's profile
- Send an instant message to a member

Operations Menu

- While selecting a room from the Room List
 - View attendees
 - View information about the room itself
 - Enter the room
- While a Prodigy chat room window is displayed you can invite others to join you in the room

Options Menu

- Customize stuff to say and notifications
- Select a font for the current room or all rooms
- Change nicknames
- Edit your ignore list

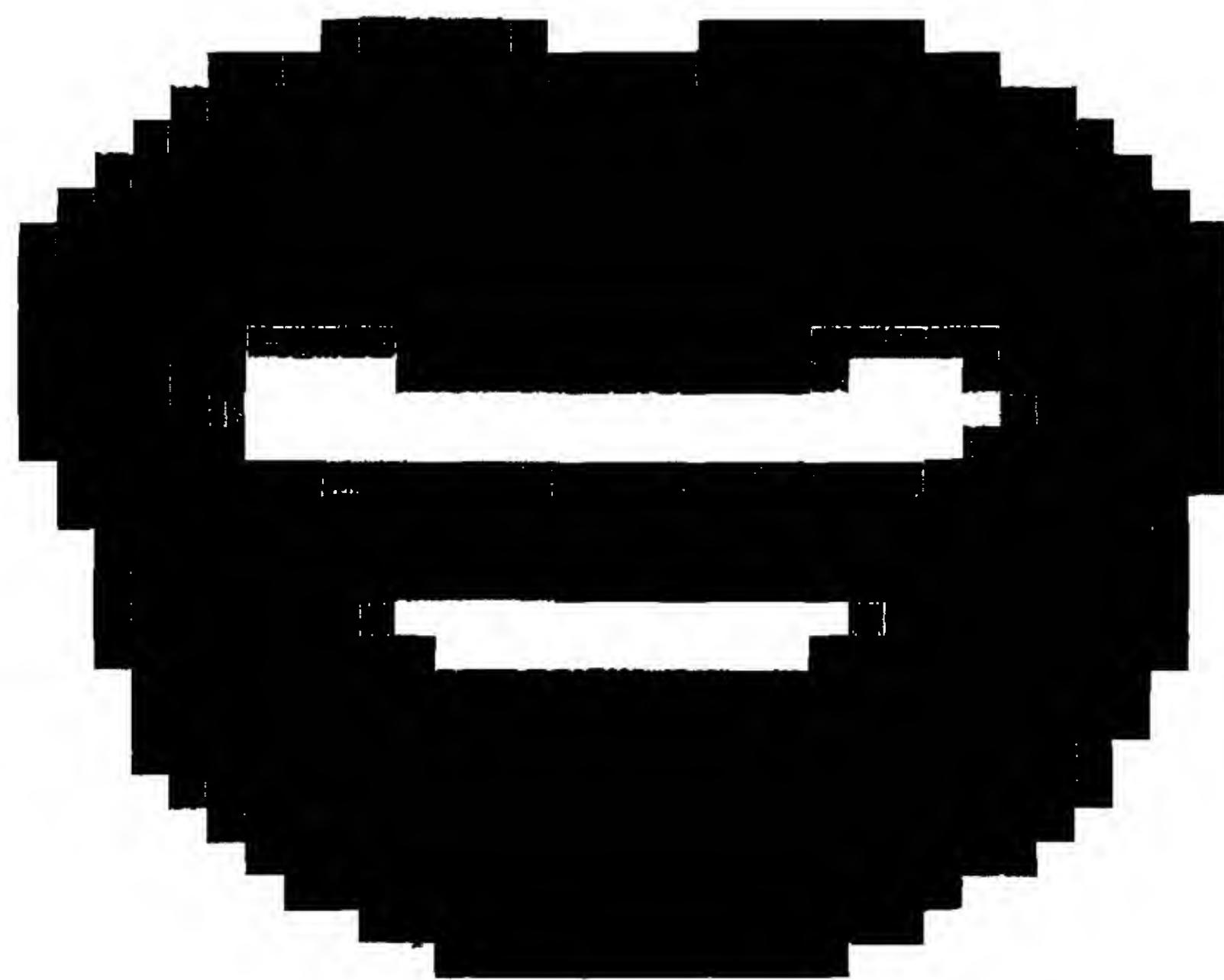
Window Menu

- Use the Window Menu options to view another window that is currently open

Help Menu

- Use the Help Menu options to view Chat Help

Tip: If you are not connected to Chat, only the File, View, Window, and Help Menus are available.

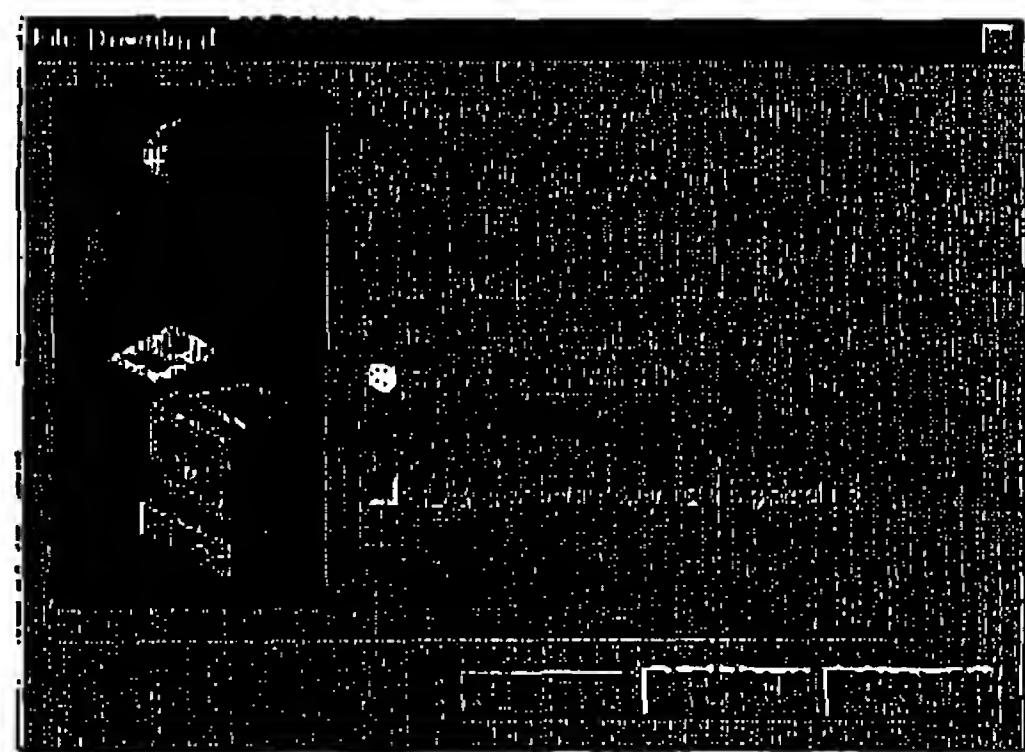


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Detailed Download Instructions

If you are using Internet Explorer browser

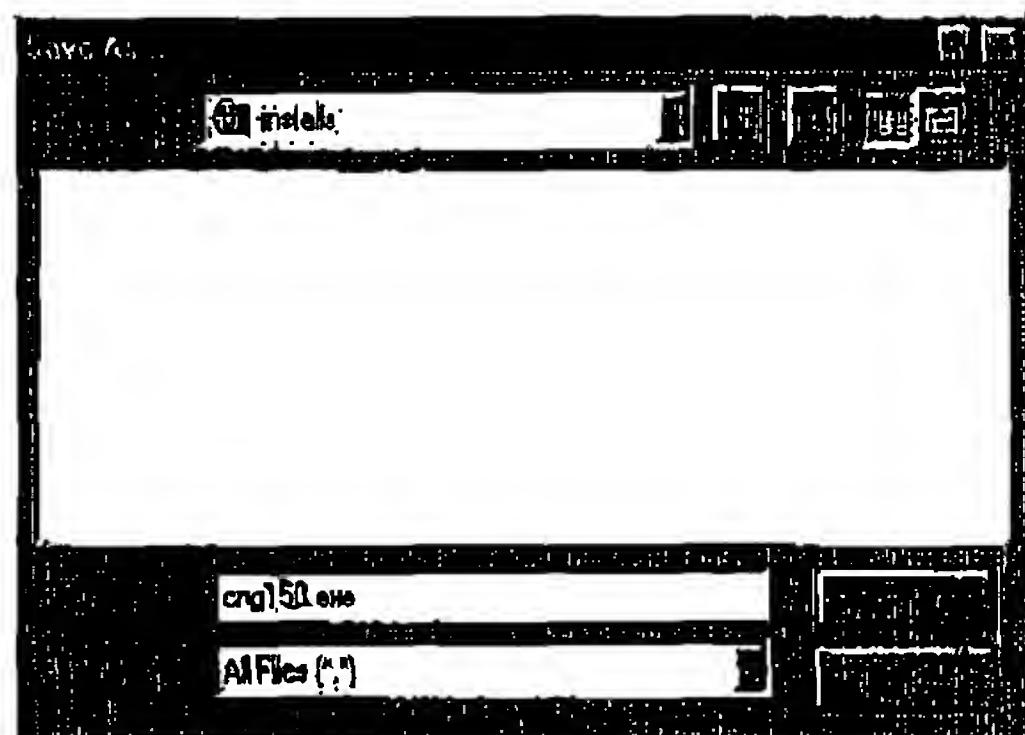
- Click on "Run this program from it's current location". This will download the setup files.
- Once that's completed, when it asks "Do you want to install and run "cng150.exe from chat.prodigy.net?", answer Yes.
- Follow instructions from the welcome window, where you will choose the Destination Location. We recommend you keep the default settings and click on Next.
- When the Installation is complete, the Prodigy CNG folder will be displayed, just click on the Chat button to get started!



If you are using a Netscape browser

- When you click on download CNG client, you will be asked to save the setup files for the chat system on your hard disk. Select the folder in which you wish to save it.
- The name of the file is cng150.exe. The Save AS.. window looks like this:
- The initial download will take less than a minute.

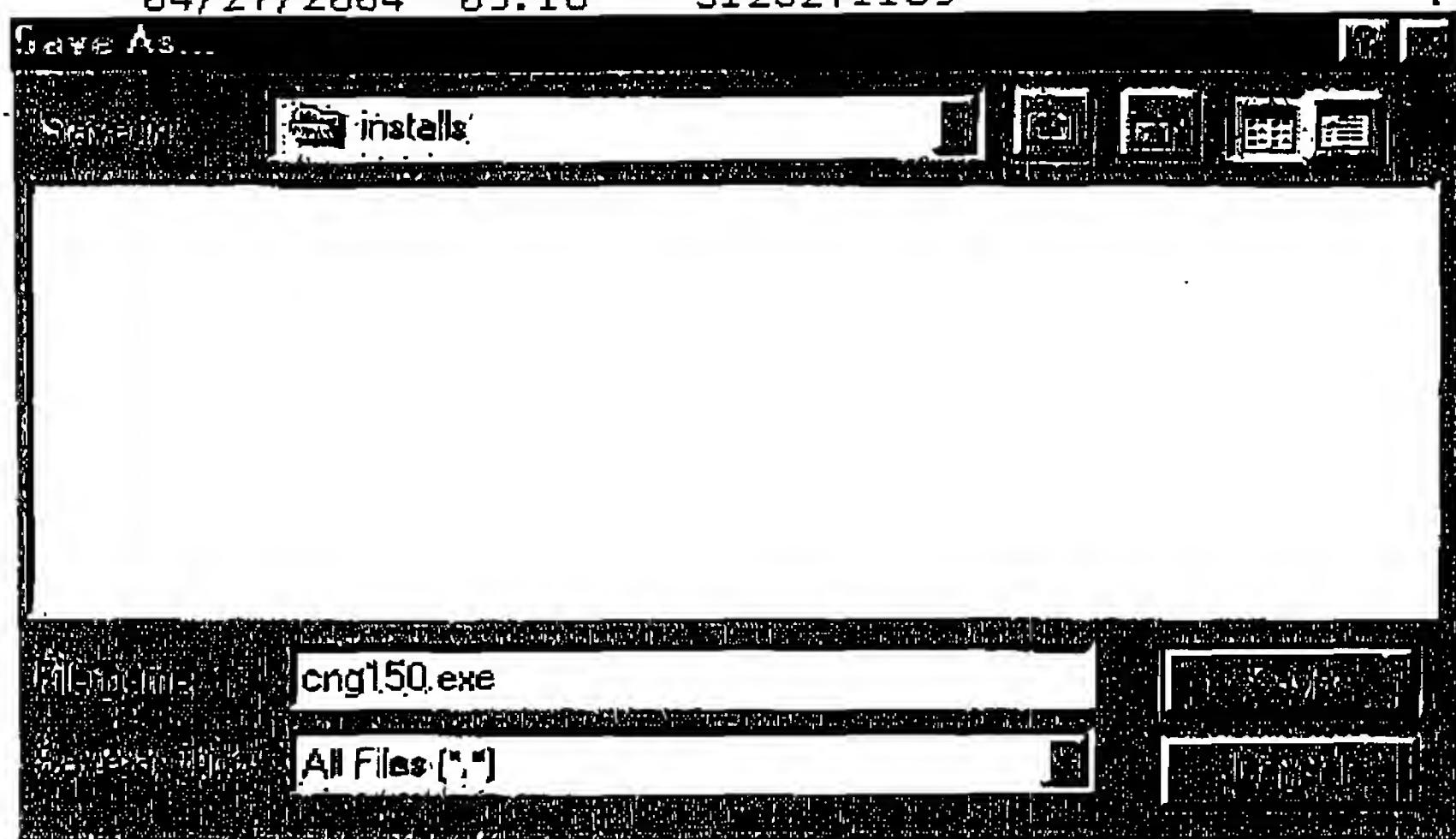
Note: You must be connected during the whole installation procedure.



- After the setup files have been saved to your hard drive, run the program by double clicking on cng150.exe.
- Once that's completed, when it asks "Do you want to install and run "cng150.exe from chat.prodigy.net?", answer Yes.
- Follow instructions from the welcome window, where you will choose the Destination Location. We recommend you keep the default settings and click on Next.
- When the Installation is complete, the Prodigy CNG



folder will be displayed, just click on the Chat button to get started!



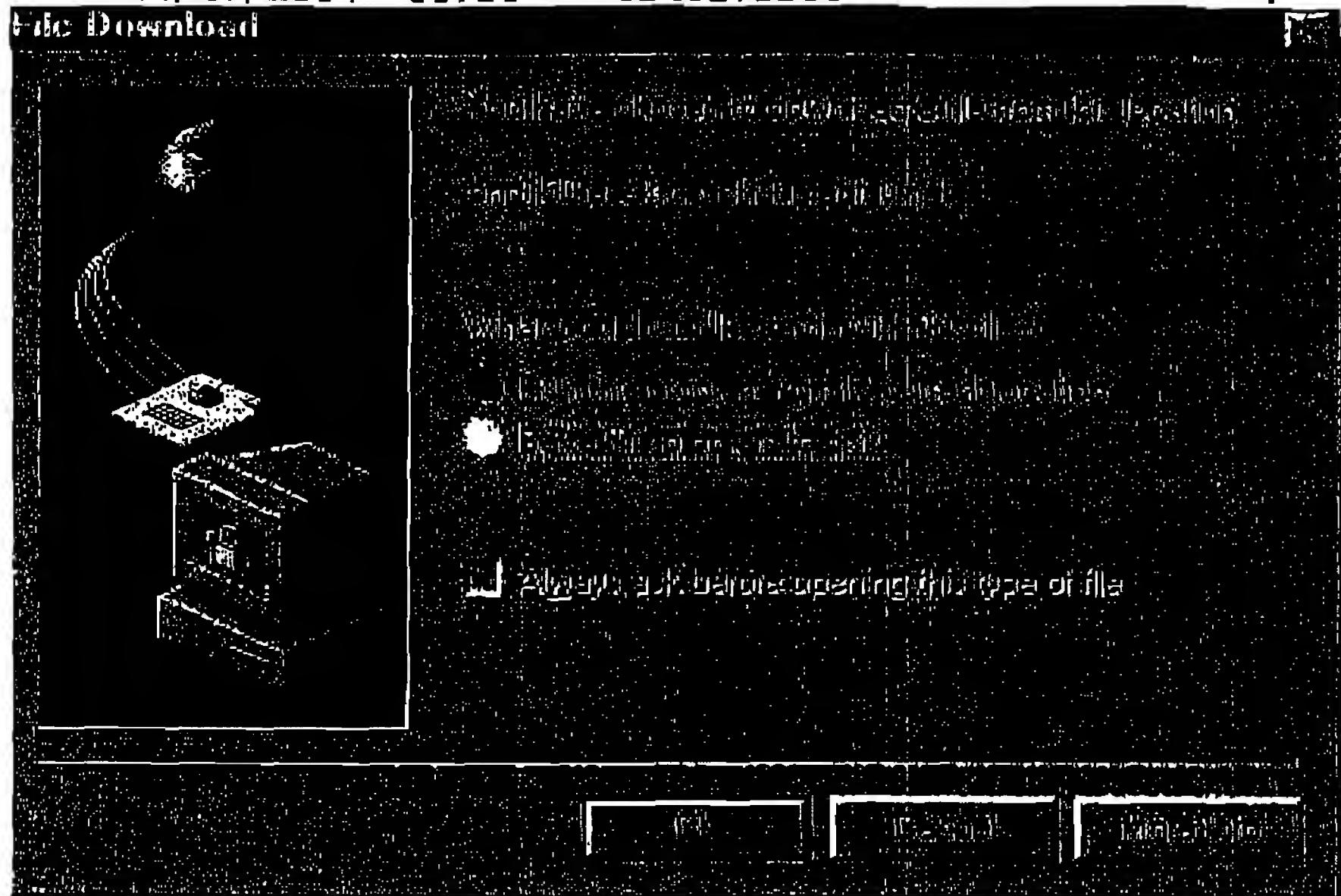
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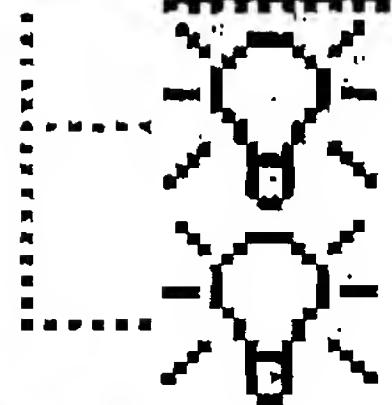
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File Download

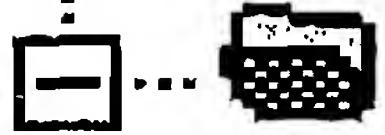
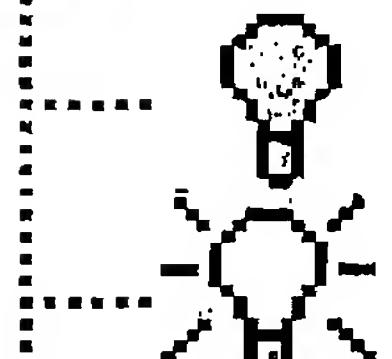


 Prodigy Friends List[File](#) [View](#) [Help](#) Prodigy Internet**Friends Currently Online**

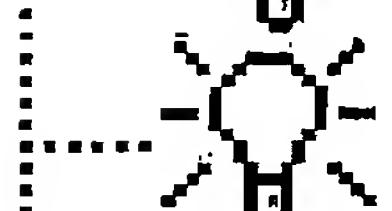
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**General Friends**

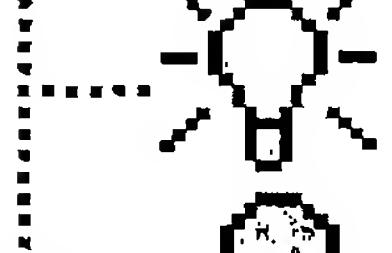
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**Chat Friends**[Add Friend](#)[Instant Message](#)[Delete Friend](#)[Chat](#)[Hide This](#)

home

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Friends List

A Friends List is a list of your online friends. You can:

- Group these friends into different categories: For example, you can group all of the online games with in the Gaming Friends Group. You can even group your enemies in an Enemy Friends Group.
- You are alerted when one of your friends logs on or off.
- Send Instant Messages to any friends that are logged on
- Control whether others can add you to their Friends Lists.

Friends List Window

- See whether a friend is logged on or off.
- See if a friend has disabled their Friends Lists
- Usernames are prefixed by "(ID)" to indicate that they are not nicknames.
- Manage your Friends List by adding and deleting Friends List groups and friends.
- Six default Friends List groups to get you started
- The first group in the list is always the Friends Currently Online group, which identifies friends that are currently logged on
- Send a friend who is currently logged on an Instant Message or invitation to a chat room from the Friends List window.
- Right-click on the Friends List window to display a menu which allows you to:
 - Add a Friends List group
 - Add a friend to your Friends List
 - Delete a Friends List group
 - Delete a friend from your Friends List
 - View a profile



Friends List Preferences Window

Customize your Friends List

- Control whether others can add you to their Friends List,
- Control whether others can locate you when you are logged on
- Control whether sound plays when one of your friends logs on or off. You can browse for want to play
- Block other members from Adding you to their Friends List via my USERNAME
- Allow All Members to Add Me to their Friends List by selected nickname. The default is to add you to their Friends List.
- Block All Members from Adding Me to their Friends List via this selected nickname
- Display Friends Logon/Logoff Alert Box for 5 seconds then close
- Start Friends List upon Logon

When you log on, the Friends List window appears showing your Friends List groups and currently logged on.



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Chat, Instant Message and Friends List

Chat

Choose from the many areas representing a wide variety of interests or just join in on the fun!

Instant Message

Chat privately with your friends, transfer sounds, pictures, or other types of files with them.

Friends List

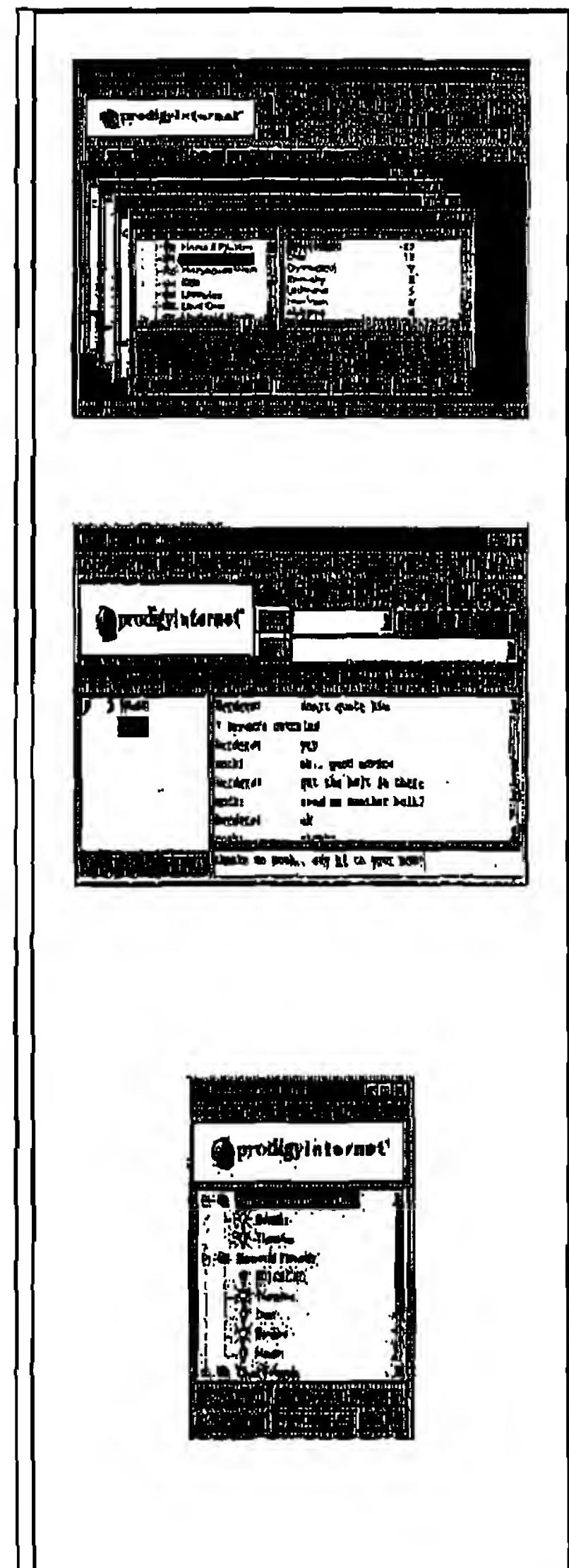
Get notified when your friends log on!

Profile

Easily manage your nicknames and other information.

Download Prodigy Chat Suite

- * Requirements:
Windows 95;Windows 98
RAM - 16 MBs
Disk Space - 6 MBs



Detailed Instructions for Internet Explorer

Detailed Instructions for Netscape Browsers

Support

Report any problems you may experience using Prodigy Chat so we can resolve them.

Have questions about IRC?...
then
please visit our IRC Chat FAQs.

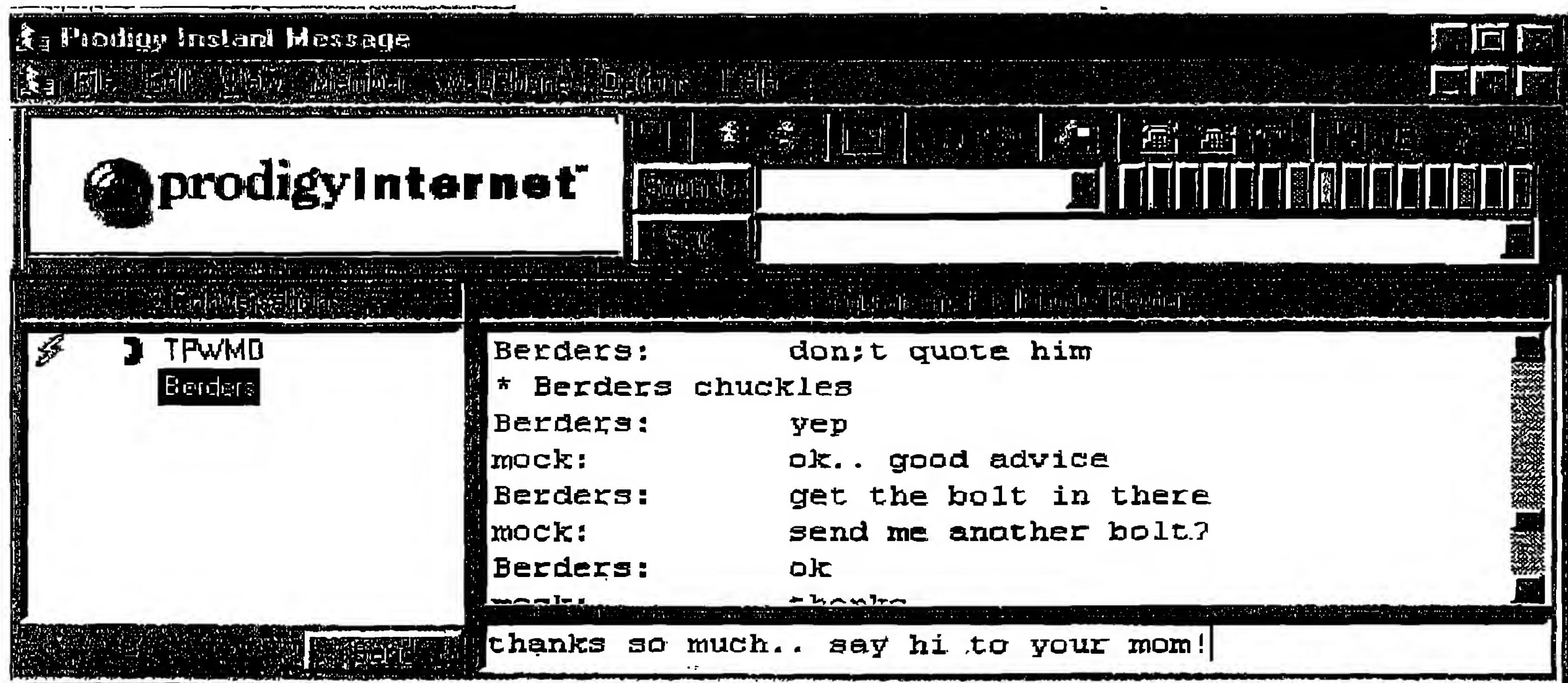
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Instant Message

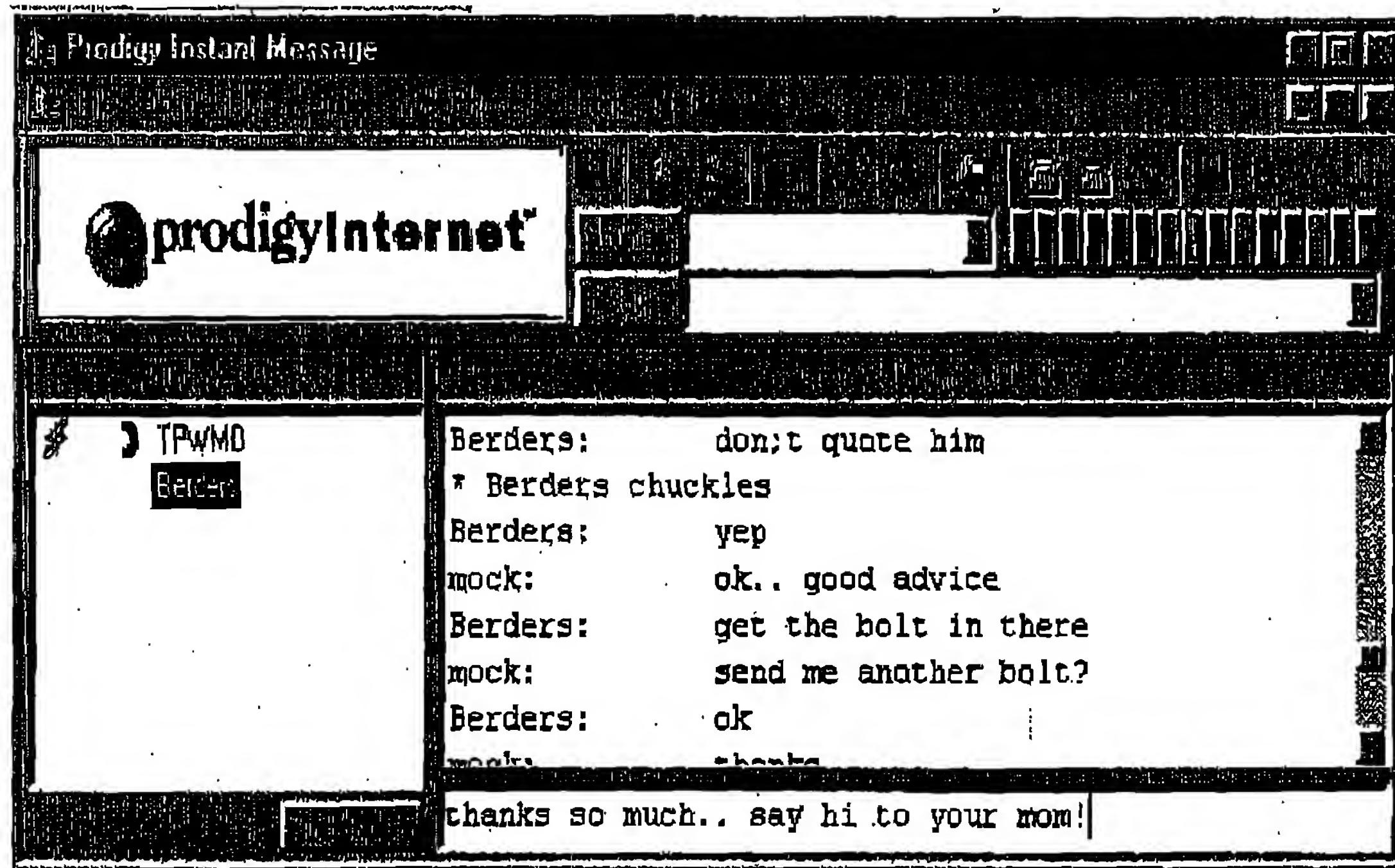


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Instant Message Window

- Displays the members to which you are connected.
- Shows the most recent messages that you have sent and received
- Send and receive sounds, text, and files.
- View a member's profile (Basic Info).
- Add a member to your Friends List by clicking on Add To Friends List



Sessions

- Lists the members to which you are currently connected. Some symbols may be associated with each member, such as the gender, or new message indicator.

Sounds to play

- List of sounds that you can send to members
- Add, modify, delete sounds using the Customize menu
- When you select a sound to play it appears in the text box with the /PLAY command.

Stuff to say

- Displays a list of available text messages and glyphs that you can send to members
- Add, modify, delete sounds using the Customize menu
- When you select stuff to say, it appears in the text box.

Messages

- Displays the most recent messages that you have sent and received for the displayed nickname.

Textbox

- Use the textbox to type text and glyphs you want to send.

Formatting buttons

- Apply colors, boldface, Italics, underline, and formatting to the text you want to send.



profile

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Profiles

Your profile is made up of your username and any associated nicknames.

- Add new nicknames or delete existing nicknames
- Define basic information for your profile, such as nicknames, gender, and marital status. You can also include other information such as your interests, favorite songs, and favorite games.
- Each Nickname can have its own set of unique information.
- Allow other members to see your username for e-mail, Friends Lists, and Instant Messages.).

Username Options

Your User Name is used to identify you and allows you to receive e-mail from other Internet users.

- Disable Instant Message to my Username - prevents other users from sending Instant Messages to your username.
- Disable Other Users from adding me to their Friends Lists by my Username - Prevents other users from adding your username to their Friends Lists, and from being alerted when you log on or off.

Basic Info Tab

Each nickname can have its own set of Basic Information, which will be displayed to others who may view your profile:

- Language
- Region
- Occupation
- Gender - Other members currently on-line will not see any changes you make until the next time they log on.
- Marital status.

Note: This information is optional. N/A's will be shown when left empty.

Other Info Tab

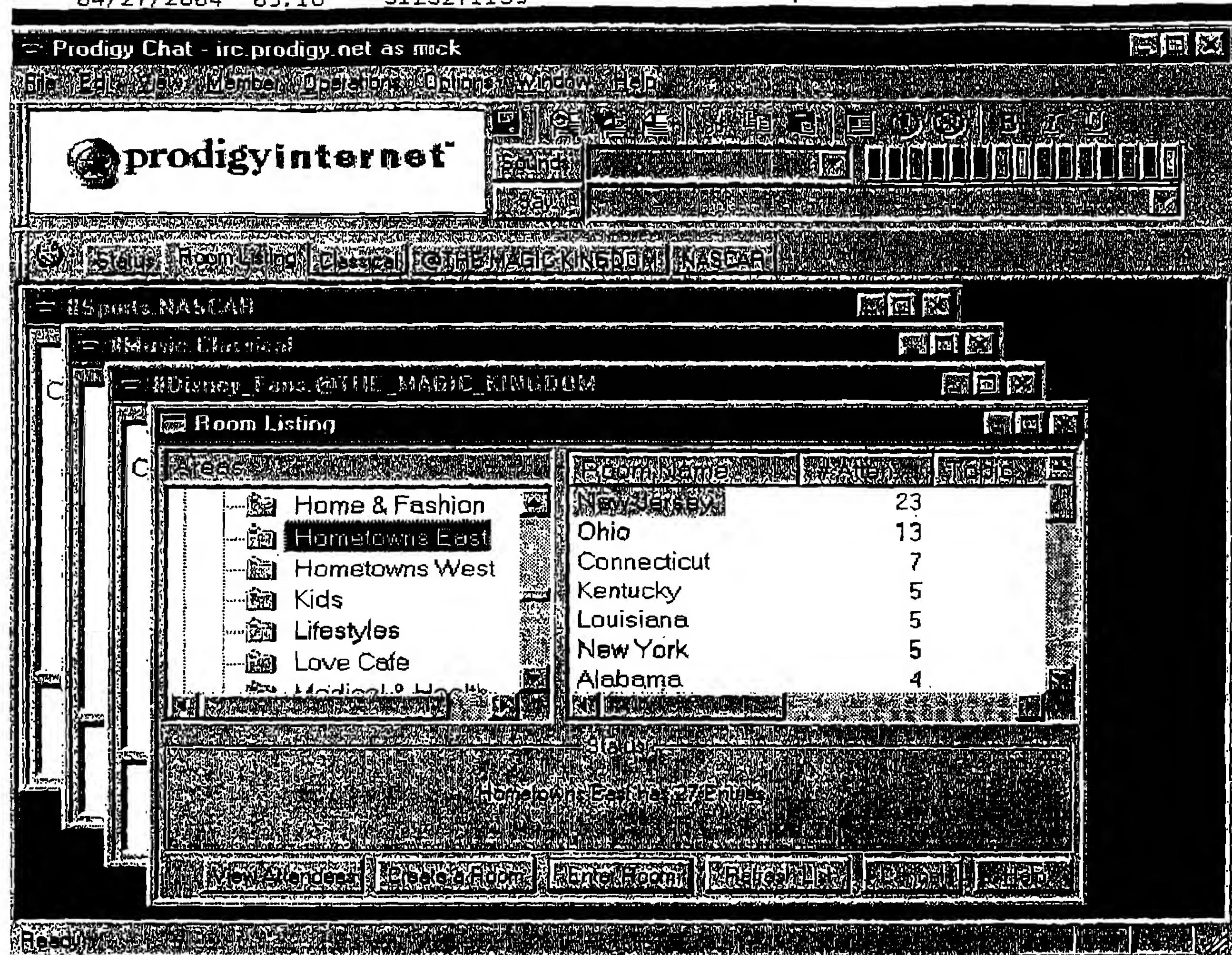
When another member views your profile, they will see the information defined by you identifying your:

- Age
- Interests
- Favorite songs
- Quote to live by
- My Web Page - Enter a list of the URLs of your favorite web pages or your own web page.

Security Options

- Allow others to see my Username
- Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline
- Disable Instant Messages to this Nickname

Note: These security options affect the selected nickname, not your username.



SENDING INSTANT MESSAGES TO AIM (AOL Instant Messenger) USERS

With PIIM, you can communicate with Prodigy Internet Members and AOL Instant Messenger (AIM) users! To do so, you must first create an AIM profile.

NOTE: Prodigy Instant Messaging is a tool designed to allow users to be notified when their instant messaging friends are online as well as communicate with them. Please keep in mind that in building your profile, and thus allowing access to your friends, you are putting this information in the public view. This is true for both the PIIM and AIM tools. Carefully select what information you want available to others.

CREATING AN AIM PROFILE

1. Click the Instant Message drop-down menu, then select "View My Profile."
 2. Click the "AIM" button in the upper right corner of the "My Profile" screen.
 3. Click the "Create Account" button. If you receive a message saying that the "Create Account" feature is not available at the present time, click "OK" and "Cancel." Then reselect "My Profile" and try again.
If you already have an AIM screen name and password, enter them here, click "OK," and skip to Step 7 below. The "Help" button on the AIM Profile screen does not work at this time.
 4. On the AIM Enrollment screen, enter your desired screen name (3-10 characters long, beginning with a letter), password, and your e-mail address. Click "Enroll" to continue.
- NOTE: The e-mail address must be accurate – AOL sends a confirmation letter that you must respond to in order to keep your AIM account active. Your e-mail address will not be visible to AIM members unless you select an option to make it visible.
5. If you receive a "Registration Notice" error, click "Yes." Complete the AIM Registration form, submit it, then return to your profile screen by clicking the "Profile" button on your Windows taskbar. Complete the AIM screen name and password fields, then click "OK" and proceed to Step 7.
 6. Click "OK" on the confirmation screen.
 7. Shut down PIIM, and then restart it. The AIM Friends list group should appear. Add your "AIM Friends" to this list group. For more details on adding and deleting friends, [click here](#).
- If you register for AIM via the AOL Web site, you do not need to download the product.

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C:\Documents and Settings\mb7646\Local Settings\Temporary Internet Files\OLK26\Betty docs.zip

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BETT0712.txt	7/14/1997 9:38 PM	2,551	51%	1,241	Betty docs\
Chat Category\Issues.doc	10/12/1999 2:36 AM	71,680	77%	16,467	Betty docs\
chat checkout.doc	1/4/2000 3:05 PM	32,768	78%	7,060	Betty docs\
chat dev test.doc	1/4/2000 5:06 PM	34,816	80%	6,933	Betty docs\
Chatdocs.doc	6/2/1997 11:14 PM	160,770	73%	43,010	Betty docs\
PIM features.doc	1/7/2000 8:31 PM	96,256	87%	12,491	Betty docs\
pimbasics.html	10/8/1999 9:52 PM	15,005	70%	4,503	Betty docs\
pimfaqs2.html	10/8/1999 9:51 PM	58,817	77%	13,304	Betty docs\
Stat0702.doc	7/8/1997 2:53 AM	5,509	53%	2,591	Betty docs\
STAT0702.DOC.lnk	4/9/2004 8:08 PM	721	35%	466	Betty docs\
11 file(s)		481,126	77%	109,165	

BETT0711.txt

Received: from mailly-int.prodigy.net [127.0.0.1] by wflda-mailly.prodigy.net; Thu, 10 Jul 1997 19:07:19 -0500
Received: from cory90 (port88.popi.prodigy.net [204.237.109.88])
by mailly-int.prodigy.net (8.8.5/8.8.5) with SMTP id TAA03616;
Thu, 10 Jul 1997 19:00:57 -0400
Message-ID: <33C56977.147C@prodigy.net>
Date: Thu, 10 Jul 1997 19:00:07 -0400
From: LWHITE <LWHITE@prodigy.net>
Reply-To: LWHITE@prodigy.net
Organization: Prodigy Internet
X-Mailer: Mozilla 3.0 (win95; I)
Mime-Version: 1.0
To: Annette Kraus <akraus@prodigy.net>, Anthony Morelli <tonmo@prodigy.net>, Archie Rosenblum <archie@bettynet.com>, Chin Kim <chinkim@prodigy.net>, Dan Daniel <dan_daniel@prodigy.net>, Dan Lee <dhlee@prodigy.net>, Ina Slate <ina@prodigy.net>, Jamie Gil <giljam@prodigy.net>, Lena Armel <zjdt94a@prodigy.com>, Lisa Cohen <kthv39a@prodigy.com>, Lisa Tantillo <Tantillo@prodigy.net>, Ludmilla Dibona <ludmila@prodigy.net>, Mark Halstead <halstead@prodigy.net>, Nick Gould <nickgould@prodigy.net>, Randi Gelfand <talent@prodigy.net>, Rey Santelises <kgct38a@prodigy.com>, Rita Herman <RHerman@prodigy.net>

Subject: new betty

Content-Type: text/plain; charset=us-ascii

Content-Transfer-Encoding: 7bit

FYI, a new version of betty (betty0710) is now available from the www.betty.net site for testing purposes. List of changes and bug fixes for this version and previous versions are there as well.

If you have change requests listed as priority 0 or 1 on the change request list, please do acceptance test on this client and confirm that they are resolved. If you disagree with the priority of something on that list, please let me know right away (priorities were reviewed by Nick/Dan Daniel/Archie/me and may have changed for business or technical reasons). NOTE: remember the change request list does NOT include bugs-these are tracked in DCS

Please also review the latest bug list to make sure the bugs you know about have been added to DCS (if they are still happening with this version). Let me know if you think something is missing.

If you need copies of the latest bug list or the latest change request list, please let me know.

see ya,
Laura

BETT0712.txt

Received: from mail3w-int.prodigy.net [127.0.0.1] by wf1da-mail3w.prodigy.net; Fri, 11 Jul 1997 13:44:04 -0500
Received: from ashlar.bettynet.com ([207.49.64.18])
by mail3w-int.prodigy.net (8.8.5/8.8.5) with ESMTP id NAA55086;
Fri, 11 Jul 1997 13:43:59 -0400
Received: from sparta (sparta.bettynet.com [207.49.64.133])
by ashlar.bettynet.com (2.0 Build 2119 (Berkeley 8.8.4)/8.8.4) with SMTP
id NAA00144; Fri, 11 Jul 1997 13:50:54 -0400
Message-ID: <3.0.3.32.19970711134407.00a43ea8@ashlar.bettynet.com>
X-Sender: archie@ashlar.bettynet.com
X-Mailer: QUALCOMM Windows Eudora Pro Version 3.0.3 (32)
Date: Fri, 11 Jul 1997 13:44:07 -0400
To: LWHITE@prodigy.net, Annette Kraus <akraus@prodigy.net>, Anthony Morelli <tonmo@prodigy.net>, Chin Kim <chinkim@prodigy.net>, Dan Daniel <dan_daniel@prodigy.net>, Dan Lee <dhlee@prodigy.net>, Ina Slate <ina@prodigy.net>, Jamie Gil <giljam@prodigy.net>, Lena Armel <zjdt94a@prodigy.com>, Lisa Cohen <kthv39a@prodigy.com>, Lisa Tantillo <tantillo@prodigy.net>, Ludmilla Dibona <ludmila@prodigy.net>, Mark Halstead <halstead@prodigy.net>, Nick Gould <nickgould@prodigy.net>, Randi Gelfand <talent@prodigy.net>, Rey Santelises <kgct38a@prodigy.com>, Rita Herman <RHerman@prodigy.net>
From: Archie Rosenblum <archie@bettynet.com>
Subject: Re: new betty
In-Reply-To: <33C56977.147C@prodigy.net>
Mime-Version: 1.0
Content-Type: text/plain; charset="us-ascii"

Betty711 is available.

Archie

At 07:00 PM 7/10/97 -0400, LWHITE wrote:
>FYI, a new version of betty (betty0710) is now available from the
>www.betty.net site for testing purposes. List of changes and bug fixes
>for this version and previous versions are there as well.
>
>If you have change requests listed as priority 0 or 1 on the change
>request list, please do acceptance test on this client and confirm that
>they are resolved. If you disagree with the priority of something on
>that list, please let me know right away (priorities were reviewed by
>Nick/Dan Daniel/Archie/me and may have changed for business or technical
>reasons). NOTE: remember the change request list does NOT include bugs-
>these are tracked in DCS
>
>Please also review the latest bug list to make sure the bugs you know
>about have been added to DCS (if they are still happening with this
>version). Let me know if you think something is missing..
>
>If you need copies of the latest bug list or the latest change request
>list, please let me know..
>
>see ya,
>laura
>
>
>

Canned Chat Responses

Welcome to the Help Center. This room is for questions on using Prodigy Internet.
You are welcome to observe however if you wish to chat with others please do so in private. Thanks

EXCLUSIVE

Unfortunately this chat room offers support for Prodigy members ONLY. Your IP address indicates you are on another ISP please sign on via your Prodigy access or call 1-800-213-0992 for support.

Unfortunately this chat room offers technical support for Prodigy members ONLY. Your IP address indicates you are signed on via another ISP, please either sign on via Prodigy Internet or call 1-800-213-0992 for support.

Authentication Server is down:

At this time, we are experiencing a major issue with authentication servers and do not have an estimated time of repair. Any attempts to successfully sign on or access personalized information are sporadic at best.

1. Mail/News

OUTLOOK UPDATE:

<http://support.microsoft.com/support/kb/articles/q176/8/69.asp>

OUTLOOK EXPRESS download:

<http://microsoft.com/windows/ie/download/windows.htm>

EMAIL BLOCK:

http://help.prodigy.net/mail_controls/email.htm

MAIL SERVERS DOWN:

ATTN: THERE IS A PROBLEM W. THE MAIL SERVERS AND A RESOLUTION IS EXPECTED ASAP...

•Problems Receiving Email)

Q. I get Maillink when trying for Outlook Express.

A. Click on PI Orb next to clock while on-line and select Setup, then Mail tab, its probably got www.maillink.com set now but check mark the box instead of Maillink 'use the email program I tell you' The program you tell it must be your default browser program, to use Outlook Express select from control Panel, Internet Options, Programs tab and make Mail=Outlook Express and News=Outlook Express.

Q. I cannot access newsgroups after upgrading to V5.

A. Check is when mail is open check Tools/Accounts highlight "mail" then "properties". Now check to see if it indicates to connect using LAN, if so uncheck this, then do the same for "news" except after making the change on "news" you will have to select "Tools" then "Get Newsgroups" and the newsserver will download all the newsgroups available on PI. You will have to resubscribe your groups.

Q. I have lost control of email. How do I go back to version 4?

Go to <http://help.prodigy.net/enhance/win95/pi404.html> to download V4.

Q. What are the mail servers:

A. The mail servers are: incoming = pop.prodigy.net and outgoing = smtp.prodigy.net

Q. Member doesn't know what mail program they use

A. Please open your mail program and click the help menu then select about and tell me what mail program and version...

Q. What are the directions for getting to the acct properties in outlook express

A. Open Outlook Express, go to TOOLS > ACCOUNTS > MAIL tab > PROPERTIES

Q. How to check email from another computer:

A. You can access your email from any computer with internet access using Maillink at <http://maillink.prodigy.net>

Q. Can I have my own domain name?

A. No the web space provided by prodigy requires you to use a predefined URL: it would be http://pages.prodigy.net/your_username

Q. When there is a mail server problem and members can't get mail:

A. The mail servers are temporarily unavailable we expect them to be back up shortly.

Q. How can I change my username/email address?

A. Unfortunately, the only way to change your username/email address is to cancel your current account and re-register a new one.

Q. Why can't I save my password

A. That is a known bug with Microsoft Dial Up Networking, you can get the fix from www.winfiles.com under bugs and fixes.

Q. I need help with my Microsoft Outlook program:

A. Outlook Express is supported by Prodigy & is the normal mail client program for use among many of our members. Outlook is a package mail client program normally used with Microsoft Office & is rather different than Outlook Express. For instructions on getting Outlook up and running, you may want to contact Microsoft directly or consult you manual.

•Additional Mailboxes

Q. Member wants to add a add'l mailbox

A. Go to <http://mailboxes.prodigy.net> from this site you can create 5 additional mailboxes in addition to your primary prodigy internet mailbox (for a total of 6 mailboxes) once created these mailboxes are available whenever you log in under your PRIMARY prodigy internet account.

Q. Member asks if all members of household have to use the primary log on:

A. To use an additional mailbox under your account they must be logging through your access ID and password; what I usually suggest is that all members of the household take an additional mailbox so that everyone has a private email address and mailbox.

Q. Can I have multiple log on ID's on Prodigy Internet OR How can I get more than one email address:

A. Prodigy offers additional mailboxes, which can be obtained at <http://mailboxes.prodigy.net> - Unfortunately these, cannot be used as separate log ons and passwords. Each member of your household will have to log on with your ID and password then you can access the additional email addresses at <http://maillink.prodigy.net> to keep them separate as well as private.

•Need Servers

•Mail Forwarding

2. PIM/Chat

IRC EMAIL: hfdh08b@prodigy.com

MAIL SERVERS: Outgoing: smtp.prodigy.net Incoming server is: pop.prodigy.net

VP download: <http://talk.excite.com/communities/chat/download/>

Q. Where can I go to provide my input or if I have questions on PIM:

A. Go to <http://pim.prodigy.net/feedback.html>

Q. I need help with PIM:

A. At this time PIM is still in Beta testing and there is no support available for it. Please write to PI_CHAT@prodigy.net or.... <http://pim.prodigy.net/feedback.html>

Q. Where can I go to download your chat client:

A. To download the Prodigy Chat client (PIM) please go to <http://pim.prodigy.net> and download the Deluxe version.... Please note that we do not currently support the Instant-messaging program that comes with it (PIM), it is still in Beta testing

•Chat

Command for JAVA chat to create a room:

/join #nameofroomyouwanttoreate

Command for JAVA chat to delete a nickname:

/nick -nickuwantdeleted

Command for JAVA chat to switch nicknames:

/nick newnick

•Compatibility with AOL

Q. Member asks how to add AOL buddies.

A. At this time, AOL is blocking PIM users from using this feature, you may want to check out the article regarding this issue at: <http://pim.prodigy.net/press.html>

•PIM/Chat in General

When someone asks a non-Prodigy question:

This room is for questions on using Prodigy Internet. You are welcome to observe however if you wish to chat with others please do so in private. Thanks

Q. Who can I write to for question about chat:

A. Write to PI_CHAT@prodigy.net OR hfdh08b@prodigy.com

Q. Where do I go to download your chat client:

A. Go to <http://chat.prodigy.net>

Q. Member asks about MIRC or other program we don't support.

A. You may want to try the HelpByMember room, as they are more familiar with IRC server and its functions.

Q. Member has a PIM problem we don't know the answer to:

A. PIM is still in beta testing so you need to report that problem to <http://pim.prodigy.net/feedback.html>

When a member plays a sound wav in the room:
No sound wav's in the room please... Thanks.

When a member sends us a private chat for help:
If you have a question please come to the help center we are not permitted to assist in private chats...thanks.

To suspend a Classic member:
/jban \$nick\$ +90000 :

When multiple members are in the room and we are handling multiple people at one time, members sometimes get antsy and start typing in hell? Is anyone going to help me? Is anyone there? Stuff like that:
FOLKS: PLEASE GIVE US HOSTS TIME TO TYPE OUT THE ANSWERS; WE ARE USUALLY HELPING MORE THAN ONE MEMBER AT A TIME, OFTEN AS MANY AS THREE OR EVEN MORE. THAT'S FOR EACH OF US. YOU WILL GET TO YOUR QUESTIONS, BUT PLEASE BE PATIENT. THANK YOU (this is in CAPS because in a fast moving room where we are helping more than 3 people at a time, the CAPS are an attention grabber)

•**Instant Messaging**

3. Connectivity

DNS: Primary 198.83.19.241 Secondary 198.83.19.244 OR...
Primary 207.115.59.241 and 207.115.59.244 for secondary, (reportedly faster...)

•**Connectivity Problems**

SITE REPORTING TOOL:

Prodigy Internet: <http://classic.prodigy.com/cgi-bin/db2www/probalert.mac/input>
Classic: <http://classic.prodigy.com/cgi-bin/db2www/probalert.mac/input>

Q. Where can I find out my local access number?

A. You can get a complete list of access numbers at: <http://help.prodigy.net/phonenumbers> or go to www.prodigy.com and click on "Our Service"

Q. What are the DNS numbers

A. The DNS numbers are: primary = 198.83.19.241 and secondary = 198.83.19.244

Q. I have a lot of trouble with my 56k modem, where can I go for information?

A. Go to <http://www.808hi.com/56k/trouble.htm>

Q. Member slow connects or disconnects:

A. Most likely you need to upgrade your modem drivers, v.90 has changed a lot in the last few months and even if your modem is brand new it may have sat on a shelf or in a warehouse for several months and need updated drivers.

Q. How can I find out what connection speed my phone line can handle?

A. Go to http://www.3com.com/56k/need4_56k/linetest.html

Q. I am interested in DSL, is there a form I can fill out to let you know I am interested?

A. Go to <http://openapps.prodigy.com/cgi-bin/dsl/altEnroll.cgi>

Q. I keep getting a CTL3D error message, what do I do?

A. **RESOLUTION**

If using Internet Explorer ...

1. Cancel the "Autorun" menu (Click [Exit] on the install screen)
2. Open [My Computer]
3. Right-click [Prodigy] (this is the icon representing your CD-Rom drive with the Prodigy Internet Installation disk inserted)
4. Choose [Explore] from the pull-down menu
5. Locate and launch "setup.exe"

If using Netscape Browser ...

To correct this problem go to <http://www.netscape.com> and download one of the following versions of Netscape:

- 4.61 - Netscape Communicator
- 4.61 - Netscape Communicator with Enterprise Calendar
- 4.51 - Netscape Communicator
- 4.51 - Netscape Communicator with Enterprise Calendar
- 4.08 - Netscape Navigator
- 4.08 - Netscape Communicator Professional
- 4.08 - Netscape Communicator Standard
- 4.05 - Netscape Communicator
- 3.04 - Netscape Navigator
- 3.04 - Netscape Navigator Gold
- 3.01 - Netscape Navigator
- 3.01 - Netscape Navigator Gold

Q. I would like to be interrupted when a phone call comes in OR I do not want to be interrupted when a phone call comes through:

A. Internet Call Manager (ICM) is a service that notifies you of incoming calls while you're on the Internet. When someone calls, a window pops-up on your computer screen with the caller's name and phone number. To sign up for the service and to see if ICM is available in their area, callers must go to the ICM Web site at <http://icm.prodigy.net>

Q. My connection speed is really slow, is there anything I can do?

A. What I would suggest you do first is check your modem manufacturers web site and see if there is a flash code upgrade available, this will ensure your modem is up to speed with the latest V90 technology.

- Connection Speed
- V.90/56K Related
- Connection Drops

4. Browsers

IE download Page: <http://help.prodigy.net/enhance>

• Settings

Q. To determine what browser is being used:

A. What browser are you using? Internet Explorer or Netscape?

Q. My browser keeps opening whenever PI is used.

A. Set up a desktop shortcut to the DUN, the browser won't open.

Q. How do I clear my history in IE?

A. Pre IE 5...Go to the VIEW menu then Internet Options and Clear History, then click OK.

For IE 5...Go to TOOLS, select INTERNET OPTIONS, Clear History and click OK. You may want to delete temporary files while you are in this dialog box.

Q. How do I change default home page in IE?

A. Enter the URL of the home page and then find your custom page and go to VIEW > Internet Options and hit the USE CURRENT button to reset the home page.

Q. How do I change default home page in Netscape Navigator?

A. Enter the URL of the home page and then find your custom page, go to EDIT > PREFERENCES and hit the Use Current button to reset the home page.

- Browser Software Problems**

- Surfing Problems**

5. PI Features

PI upgrade:

<http://help.prodigy.net/enhance/>

PI Software Download:

http://prodigy.harte-hanks.com/cgi/prodigy/form?banner=prodigy&access_code=PCOM

- Prodigy/Excite Homepage**

IE download Page: <http://help.prodigy.net/enhance>

LOST HOMEPAGE:

<http://my.excite.com/change/findform/?brand=prodigy>

Q. Can I have my own domain name?

A. No the web space provided by prodigy requires you to use a predefined URL: it would be http://pages.prodigy.net/your_username

Q. I don't like the new home page:

A. If you really want to have your old home page back you can set the default home page to the following address: <http://prodigy.excite.com>

- V5, General**

Q. Why does PI promote MS IE over Netscape navigator.

A. Although we encourage the use of IES and OES with Version 5, other browsers/e-mail packages can be used.

Q. I have heard there is an IES flaw, which allows a malicious, web page to install Back Orifice, NetBus or other destructive programs or viruses.

A. Actually all the information we have about this is at that link and reported and expounded upon at various tech news sites like CNet, Yahoo! News, etc...

<http://www.microsoft.com/security/bulletins/ms99-031.asp>

Q. I'm trying to upgrade to V5 and it tells me that my machine does not meet the minimum requirements to run PI V5

A. IE/OE need to be set as the default programs. Here are the instructions...

To use Outlook Express (IE4/IE5) for mailto links, News replies, etc.:

- In Outlook Express, check

Tools | Options | General and check the box to make it the default mail program.

- In Internet Explorer, check

View | Options | Programs and check that Outlook Express is selected.

Q. I'm trying to upgrade to V5 and it tells me that my machine does not have a compatible browser to run PI V5.

A. 1. Make sure my browser is properly working as the *default* browser/mail/news program.

2. Make sure my data is backed up. (or safe)

3. Uninstall PI using Windows Add/Remove

4. Delete any remnants of the PI installation.

5. Clear out the contents of the temporary directories:

C:\Temp and/or C:\Windows\Temp

6. Shut down and reboot

7. Put the PI v.4.04 downloaded file in C:\Temp

8. Shut down all unnecessary programs from Task List

9. Run the PI v.4.04 installer in C:\Temp by [Start] Run

Q. I cannot access newsgroups after upgrading to V5.

A. Check is when mail is open check Tools/Accounts highlight "mail" then "properties". Now check to see if it indicates to connect using LAN, if so uncheck this, then do the same for "news" except after making the change on "news" you will have to select "Tools" then "Get Newsgroups" and the newsserver will download all the newsgroups available on PI. You will have to resubscribe your groups.

Q. How can I change my username/email address?

A. Unfortunately, the only way to change your username/email address is to cancel your current account and re-register a new one.

Q. Why can't I save my password

A. That is a known bug with Microsoft Dial Up Networking, you can get the fix from www.winfiles.com under bugs and fixes.

Q. How do I report a Prodigy Internet access number:

A. Go to <http://classic.prodigy.com/cgi-bin/db2www/siteprob.mac/input>

Q. Where can I go for information on Prodigy Business Solutions?

A. Go to www.prodigybusiness.com

Q. I am interested in DSL, is there a form I can fill out to let you know I am interested:

A. Go to <http://openapps.prodigy.com/cgi-bin/dsl/altEnroll.cgi>

Q. I cannot access my Account info in the Member Help Center:

A. We have had some reports that the site may be down, we suggest you try at a later time or call 800-213-0992 for the info you need

Q. I would like to be interrupted when a phone call comes in OR I do not want to be interrupted when a phone call comes through:

A. Internet Call Manager (ICM) is a service that notifies you of incoming calls while you're on the Internet. When someone calls, a window pops-up on your computer screen with the caller's name and phone

number. To sign up for the service and to see if ICM is available in their area, callers must go to the ICM Web site at <http://icm.prodigy.net>

Q. Can I have multiple log on ID's on Prodigy Internet OR How can I get more than one email address:

A. Prodigy offers additional mailboxes, which can be obtained at <http://mailboxes.prodigy.net> - Unfortunately these, cannot be used as separate log ons and passwords. Each member of your household will have to log on with your ID and password then you can access the additional email addresses at <http://maillink.prodigy.net> to keep them separate as well as private.

•Using Netscape Navigator/Communicator

Q. I am using Netscape Navigator/Communicator and I have lost my address books and bookmarks.

A. To find Bookmarks

Run: [Start] Find | Files or Folders and search your system for bookmark.htm. There may be several to inspect to determine which is your working bookmark file. Bookmark.htm is a simple HTML file that can be viewed in a browser or text editor. This makes it easy to inspect. If you find it, Open Netscape 4.6. Open the bookmark editor and click File | Open bookmark File and select the one you determined to be your working file. Save it where you want to keep it (usually in ...\\users\\YourUsername)

And the Addressbook:

In Communicator 4.61, these are also located in ...\\users\\YourUsername Locate them by searching for a book.nab if you locate them elsewhere. Then open the Addressbook module by the icon or Ctrl+Shift+2 Click File | Import | Communicator Addressbook

"You have new mail" wav file does not play if they receive mail when already online, just when logging on. (Netscape Navigator)

I have three new mail notification sounds listed in Control Panel | Sounds

You might have more or fewer, depending on what software is installed on your computer. The one Communicator uses is in the Windows list. Make sure the sound you want Communicator to play is configured there. It won't play the ones listed for new mail notify under other programs listed there.

Double-check your setting in Netscape... Check for mail needs to be checked and a number of minutes entered.

FOR Communicator v.4.x

The new mail indicator in Communicator v.4.x is the green pin appearing in the mail tray icon. The icon is located second from the left on the module bar which either floats or is minimized on the status bar, screen lower right. The icons, left to right are Navigator, Mail, Newsgroups, Addressbook, Composer.

For it to work enable mail server checks... [Edit] [Preferences...] expand [+] "Mail & Groups", "Mail Server" Highlight pop.prodigy.net & click [Edit] check off [x] Check for mail every xx (20) minutes

•Personal Web Pages

•Games by Ten

6. Other related Issues

•Where to get Software

IE download Page: <http://help.prodigy.net/enhance>

PI upgrade:

<http://help.prodigy.net/enhance/>

PI Software Download:

http://prodigy.harte-hanks.com/cgi/prodigy/form?banner=prodigy&access_code=PCOM

Classic Download:

www.prodigy.com/classic/produzip.exe

Q. Where can I get PI software?

A. You can download or order a CD of Prodigy Software by going to www.prodigy.com, click on Join Now then Current PI member.

Q. How do I upgrade my software to the latest version?

A. Go to <http://upgrades.prodigy.net>

Q. Where do I go to download your chat client?

A. Go to <http://chat.prodigy.net>

Q. I have the Happy99 virus on my computer, what do I do?

A. Go to http://www.psp1.com/trojan_info/win32/happy99.htm

•Billing**BILLING address:**

Prodigy Services Company, PO Box 2076, Omaha NE 68103-2076

Q. Member asks any sort of specific billing question

A. Unfortunately that is a billing issue, you will need to contact customer service at 1-800-213-0992 or email billing at pibilling@prodigy.net

Q. Member asks any sort of specific billing question

A. For security reasons, we cannot handle billing inquiries in a chat room setting please call 1-800-213-0992.

•Problems with Software

Q. Why can't I save my password

A. That is a known bug with Microsoft Dial Up Networking, you can get the fix from www.winfiles.com under bugs and fixes.

•How to Cancel

Q. How can I cancel?

A. You can now cancel online by writing to pibilling@prodigy.net but the request must come from your Prodigy Internet email address, What browser are you using? Internet Explorer or Netscape?

•Computer does not time out

Q. My computer does not time out to disconnect from PI.

A. Check this help file.

#1 "right" click on Explorer icon and select "Properties", then "Connection Tab" and where its says "Prodigy" account, highlight it and select the "Settings Button" then "Advanced" button and notice the "disconnect if idle xx min" should be 30min at least and not 0 or blank number or you'll not get prompted to disconnect when browser is immediately closed as is normal.
#2

Try checking in My Computer, Dialup Networking, and "right click on Prodigy Dun", and select Properties, then select your model modem is listed with a "Configure button" to click and now select

"Connection tab" and lastly checkmark "disconnect call if idle for xx min" Note it should be set to some figure like say 30min or you'll not be prompted when signing off to disconnect when browser is closed as normally do.

#3

This setting probably over-rides #1-2 settings above and set by "right" click My Computer, select Properties, the Device Manager Tab, and highlight "Your Brand Modem" now select "Properties button", and "Connection Tab" you'll see the same time "disconnect if idle for 30 min" to set.

#4

If your idle for about 20min, idle meaning no mouse, no keyboard, no modem activity at all, you'll get a pop-up warning that you can click 'Continue' or else be disconnected, clicking continue resets timer for another 20min or if your not there? fallen asleep?, or dead?, or whatever you'll be logged off. Most ISP have these inactivity timers otherwise a few members would try to stay connected all night while they'll slept, or all day while away at work, or all weekend, or some all month never disconnecting when there not using the service, and PI does not offer "Dedicated Lines" on personal accounts but you can look into Prodigy Business Solutions for Small Business and Home office at <http://www.prodigybusiness.com/> But as long as your actively using PI, keyboard, mouse or modem, there is no disconnect initiated by PI.

7. Unrelated Issues

When someone asks a non-Prodigy question:

This room is for questions on using Prodigy Internet. You are welcome to observe however if you wish to chat with others please do so in private. Thanks

•Windows Related Problems

Q. I need help with my Microsoft Outlook program:

A. Outlook Express is supported by Prodigy & is the normal mail client program for use among many of our members. Outlook is a package mail client program normally used with Microsoft Office & is rather different than Outlook Express. For instructions on getting Outlook up and running, you may want to contact Microsoft directly or consult you manual.

Q. I have the NetBus hacking program on my computer what do I do :

A. Go to <http://split.netset.com/netbusfix>

Q. I have a lot of trouble with my 56k modem, where can I go for information?

A. Go to <http://www.808hi.com/56k/trouble.htm>

•Hardware

Where can I go for a list of modem manufacturers:

http://help.prodigy.net/member_content/pi_access/v90_modems.html/

•Telco Related Line Noise

8. Closing Remarks

ATTN: THIS CHAT ROOM WILL BE CLOSING IN MINUTES. WE WILL OPEN AGAIN TOMORROW AT 4PM TO 12AM (EST time). THANK YOU AND HAVE A GOOD EVENING.

CHAT DEV TEST – FULL CHECKOUT – Tuesday, 1/4/00

I. PREPARATION:

We will be testing some new chat server code in the dev environment. The following testers have installed PIM on their cube LAN machine:

TESTER	IP ADDRESS	USER NAME	NICKNAME
Don Hamilton	172.17.26.241	QAPRODMAIL1	BrakieWackie
Angel Pena	172.17.24.96	QACARSON	JHendrix
Nora Buckley	172.17.24.124	QATRIXIE	Wonderama
Peter Nemarich	172.17.24.38	PETER	ChatAdmin
Scott Orgera	172.17.24.93	QAKRAMDEN	RalphKramden

CHECK IP ADDRESS

If your IP address has changed since yesterday, or if it becomes necessary to use a machine other than the ones noted above, we need to let Mike Toscano know the machine's IP address before testing begins. To determine the machine's IP address, click Start, Run, type winipcfg, and click OK. The IP address appears on the second line.

PING DEV_CHATSERVER

Before testing, users should ping the dev server to make sure it is accessible from their LAN connection. To ping the dev server, go to a DOS prompt and type: ping dev_chatserver (You should then receive four "reply" lines.)

INSTALL PIM

To install PIM, go to <http://pim.prodigy.net/> and follow the download/installation instructions. This involves downloading a sniffer file called pim200.exe, and then double-clicking that file while online (or while connected to the LAN) to begin the installation.

II. TEST PROCEDURE:

You will not need to know any passwords for this test. After Mike Toscano gives us the go-ahead, start PIM on your LAN machine by clicking Start, Programs, Prodigy Instant Messaging, Chat. This should start both the Chat client and Friends List. If you are presented with a list of nicknames to choose from, choose the nickname assigned to you in the above table.

The usernames profiles noted in the above table were copied from production to the dev server. When you start PIM from the LAN, the dev server should first recognize your IP address, and then recognize you as the user noted in the above table.

An Ad Queue appears at the top of the PIM Friends List and the PIM Chat client. It should also appear at the top of the Java chat client, which is available at <http://chat.prodigy.net/>.

III. FEATURES TO TEST

1. Friends List
2. Instant Message
3. File Transfer
4. Chat
5. Profile

IV. FEATURES NOT BEING TESTED

1. AIM Friends
2. WebPhone
3. New user (no previous chat profile)
4. Ad Queue? (not sure if we'll see this in dev environment)
5. Do not test with W31

TESTING

Test Plan

1. Follow the Preparation instructions in section I above.
2. Click Start, Programs, Prodigy Instant Messaging, Chat.
3. Friends List, Chat client, and system tray icon (two blue faces) should appear.
4. Select nickname (if prompted) from above table.
5. Verify that Ad Queue appears at top of Friends List and Chat client. (Not sure if we'll see this in dev)
6. Launch each component from system tray icon or from Friends List (check both methods).
7. Use the checklists below to test each component.

a) FRIENDS LIST

Add a New List Group

Delete a List Group

Add Friend (as nickname or username)

Delete Friend

Get Profile

Instant Message

Chat

Move friend to a different group on the Friends List

Hide List

Preferences

Play Sound When a Friend Logs On

Play Sound When a Friend Logs Off

Block Other Users from Adding me to their Friends Lists via USERNAME

Allow All Members to Add Me to their Friends Lists

Block All Members from Adding Me to their Friends Lists

Display Friends Logon/LogOff Alert Box for 5 seconds then close

Start Friends List upon Logon

Help

Legend (User has gone Online, User has gone OFFline, User Disabled Friends List)

About

b) INSTANT MESSAGE

File

Initiate IM from within Chat or IM window

Log Conversation

- Save Conversation
- Exit
- Edit
 - Cut, Copy, Paste
- View
 - Status Bar - Enable/Disable
 - ToolTips - Enable/Disable
- Member
 - Start Conversation
 - This is a Nickname
 - This is a PI Username
 - Edit "Connect To" List (Add, Delete, Move Up, Move Down)
 - Select Nickname or Username that you will use to connect to the above user
 - End Conversation
 - Send a File
 - Ignore Sounds
 - Ignore Sounds from All Members
 - Accept Conversations
 - Accept File Transfers
 - Do Not Accept Conversations
 - Add to Friends List
 - View Profile
- WebPhone (minimal testing at this time:)
 - Accept WebPhone Calls
 - Use WebPhone
 - Put On Hold
 - Select a VoiceFont
 - End WebPhone Session
 - Block WebPhone
 - WebPhone System Info
 - WebPhone Settings
- Options
 - View My Profile
 - Bring New Conversations to Foreground
 - Customize Event Sounds
 - Customize Stuff To Say
 - Maintain Ignore List
- Help
 - Help Topics
 - Legend
 - About

c) FILE TRANSFER

Initiate File Transfer from within a public Chat room

(Note: When File Transfer is initiated from within a public Chat room, the system instructions/confirmations will appear in a Private Chat window.)

Initiate File Transfer from within an IM window

(Note: When File Transfer is initiated from within an IM window, the system instructions/confirmations will appear in Windows dialogs.)

Sender

Enter Brief Description of File

Verify filename and size

Cancel file transfer

Receiver

- Verify Username, filename, size, description
- Reject file
- Cancel file transfer
- Automatically open file when download is complete

d) CHAT

Message Of The Day screen should appear before Area and Room lists load. Click OK.

Area and Room lists should load.

Ad Queue should appear in upper left corner (not sure if this will appear in dev)

Enter Room

Be in three rooms simultaneously

Check "# Chatting" indicator (next to Pause button, above nick list)

Send Text

Send formatted text (bold, italic, underline, colors)

Send Sounds

Send Sayings

Pause/Resume text display

Send Room Alert

Leave Room

View

List All Rooms

Search for a Room

Operations

Invite a member to a room

Options

Choose which nickname to use

Help

Give Feedback (should open browser and go to <http://pim.prodigy.net/feedback.html>)

Get Help (should open browser and go to <http://pim.prodigy.net/help/>)

About Chat

View Attendees

Create a Room

Refresh List

Note: Help button will give a "cannot find file" message.

e) PROFILE**Add Nickname****Delete Nickname**

Basic Info - username, nickname, language, region, occupation, gender, marital status (verify playback)

Other Info - enter text and verify playback

Game Skills - enter text and verify playback

Security

Allow others to see my Username

Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname
coming online and offline
Disable Instant Messages to this Nickname

ERROR PATHS

Attempt to create an invalid nickname
Change nicknames more than twice per session.

CHAT DEV TEST – Tuesday, 1/4/00

Projected Implementation Date: Wednesday, 1/5/00
Test Entry Date: Tuesday, 1/4
Dev Manager/Developer: Michael Toscano / Anthony Cervi
Test Plan Created By: Peter Nemarich
Test Plan Created Date: 1/3/00

I. DESCRIPTION

We will be testing some new chat server code in the dev environment. This document is in addition to a checklist prepared by A. Cervi.

The following testers have installed PIM on their cube LAN machine:

TESTER	IP ADDRESS	USER NAME	NICKNAME
Don Hamilton	172.17.26.241	QAPRODMAIL1	BrakieWackie
Angel Pena	172.17.24.96	QACARSON	JHendrix
Nora Buckley	172.17.24.124	QATRIXIE	Wonderama
Peter Nemarich	172.17.24.39	PETER	ChatHostPeter
Scott Orgera	172.17.24.93	QAKRAMDEN	RalphKramden

II. PREPARATION:

CHECK IP ADDRESS

If your IP address has changed since yesterday, or if it becomes necessary to use a machine other than the ones noted above, we need to let Mike Toscano know the machine's IP address before testing begins. To determine the machine's IP address, click Start, Run, type winipcfg, and click OK. The IP address appears on the second line.

PING DEV_CHATSERVER

Before testing, users should ping the dev server to make sure it is accessible from their LAN connection. To ping the dev server, go to a DOS prompt and type: ping dev_chatserver (You should then receive four "reply" lines.)

INSTALL PIM

To install PIM, go to <http://pim.prodigy.net/> and follow the download/installation instructions. This involves downloading a sniffer file called pim200.exe, and then double-clicking that file while online (or while connected to the LAN) to begin the installation.

III. TEST PROCEDURE:

You will not need to know any passwords for this test. After Mike Toscano gives us the go-ahead, start PIM on your LAN machine by clicking Start, Programs, Prodigy Instant Messaging, Chat. This should start both the Chat client and Friends List. If you are presented with a list of nicknames to choose from, choose the nickname assigned to you in the above table.

The usernames profiles noted in the above table were copied from production to the dev server. When you start PIM from the LAN, the dev server should first recognize your IP address, and then recognize you as the user noted in the above table.

An Ad Queue appears at the top of the PIM Friends List and the PIM Chat client. It should also appear at the top of the Java chat client, which is available at <http://chat.prodigy.net/>. However, I'm not sure if the ad queue will appear in the dev environment.

IV. FEATURES TO TEST

1. Friends List
2. Chat
3. Instant Message
4. File Transfer
5. Profile

V. FEATURES NOT BEING TESTED

1. Java chat client
2. Various client features that do not rely on the server (eg: logging or save text function)
3. AIM Friends
4. WebPhone
5. New user (no previous chat profile)
6. Ad Queue? (not sure if we'll see this in dev environment)
7. Do not test with W31. Requires Win 95/98.

TESTING

Test Plan

1. Follow the Preparation instructions in section II above.
2. Click Start, Programs, Prodigy Instant Messaging, Chat
3. Friends List, Chat client, and system tray icon (two blue faces) should appear.
4. Select nickname (if prompted) from above table.
5. Verify that Ad Queue appears at top of Friends List and Chat client. (Not sure if we'll see this in dev)
6. Launch each component from system tray icon or from Friends List (check both methods).
7. Use the checklists below to test each component.

a) FRIENDS LIST

Add a New List Group
Delete a List Group
Add Friend (as nickname or username)
Delete Friend
Get Profile
Instant Message
Chat
Preferences
Play Sound When a Friend Logs On

Play Sound When a Friend Logs Off
Block Other Users from Adding me to their Friends Lists via USERNAME
Allow All Members to Add Me to their Friends Lists
Block All Members from Adding Me to their Friends Lists
Display Friends Logon/LogOff Alert Box for 5 seconds then close
Start Friends List upon Logon

b) CHAT

Launch Chat from system tray icon or from Friends List (check both methods).
Message Of The Day screen should appear before Area and Room lists load. Click OK.
Area and Room lists should load.
Ad Queue should appear in upper left corner (not sure if this will appear in dev)
Enter Room
Be in three rooms simultaneously; tab between rooms
Check "# Chatting" indicator (next to Pause button, above nick list)

Send Text
Send formatted text (bold, italic, underline, colors)
Send Sounds
Send Sayings
Pause/Resume text display
Send Room Alert
Right-click nicknames; test all functions:

Whois
Chat Privately
Send File
Ignore Text
Ignore Sounds
Instant Message
Add to Friends
View Profile

Leave Room using two methods:
Use "Leave Room" button.
Use X in upper right corner of inside window.

View
List All Rooms
Search for a Room

Operations
Invite a member to a room

Options
Choose which nickname to use

Help
Give Feedback (should open browser and go to <http://pim.prodigy.net/feedback.html>)
Get Help (should open browser and go to <http://pim.prodigy.net/help/>)
About Chat

View Attendees
Create a Room

Refresh List

Note: Help button will give a "cannot find file" message.

c) INSTANT MESSAGE**File**

Initiate IM from within Chat or IM window

Member

Start Conversation

This is a Nickname

This is a PI Username

Select Nickname or Username that you will use to connect to the above user

End Conversation

Send a File

Ignore Sounds

Ignore Sounds from All Members

Accept Conversations

Accept File Transfers

Do Not Accept Conversations

Add to Friends List

View Profile

Right-click nicknames; test all functions:

View Profile

Add to Friends

End Conversation

Do Not Accept Conversation

Ignore Sounds

Send File

Options

View My Profile

d) FILE TRANSFER

Initiate File Transfer from within a public Chat room

(Note: When File Transfer is initiated from within a public Chat room, the system instructions/confirmations will appear in a Private Chat window.)

Initiate File Transfer from within an IM window

(Note: When File Transfer is initiated from within an IM window, the system instructions/confirmations will appear in Windows dialogs.)

Sender

Enter Brief Description of File

Verify filename and size

Cancel file transfer

Receiver

Verify Username, filename, size, description

Reject file

Cancel file transfer

Automatically open file when download is complete

e) PROFILE

Launch Profile from system tray icon or from Friends List (PIM, View My Profile) - check both methods

Add Nickname

Delete Nickname

Basic Info - username, nickname, language, region, occupation, gender, marital status (verify playback)

Other Info - enter text and verify playback

Game Skills - enter text and verify playback

Security

Allow others to see my Username

Disable others from adding this Nickname to Friends Lists

Disable Instant Messages to this Nickname

ERROR PATHS

Attempt to create an invalid nickname.

Attempt to create a restricted nickname (eg: ChatHostBob or ProdigyBob).

Chat documentation requirements (as of May 23, 1997):
Note: date estimates are based on 7/2 launch

ID	document	Description	due: May	owner	Where needed	Requirements	status
1	chat on-line help (draft)	draft version of help for training purposes	5/23 (past due and critical path)	Archie	Tony, Jamie		first draft done 3/3
2	IM on-line help (draft)	draft version of help for training purposes	5/23 (past due and critical path)	Archie	Tony, Jamie		
3	friends on-line help (draft)	draft version of help for training purposes	5/23 (past due and critical path)	Archie	Tony, Jamie		done 5/23
4	persona editor on-line help (draft)	draft version of help for training purposes	5/23 (past due and critical path)	Archie	Tony, Jamie		
5	beta marketing copy	short marketing blurb for beta center	5/23 (past due and critical path: 2 weeks before beta)	Nick	beta center		
6	getting started/install instructions	getting started/install instructions for beta site.	5/23 (past due and critical path: 2 weeks before beta)	Archie	Tony, Jamie beta center		
7	list of IRC commands	IRC commands supported in betsy	5/23 (past due)	Archie	testers		
8	installation listing	listing of what files are installed and where, list of registry entries/configuration changes made by installation	5/23 (past due)	Archie	testers		
9	raw bug list	cleaned up, prioritized printout of bugs from DCS	5/28 (1 wk before beta)	Annette	Nick	testing complete	
10	massaged bug list	list of bugs for beta center, rewritten with proper spin.	5/28	Nick	beta center	9	
11	operations guide	system overview, component descriptions, usage, startup, shutdown, logging facilities, log messages, data flows, signal handling, database information, trouble shooting tips, notes, ACE alerts, escalation list	5/28 (server production turnover)  ATTACHED OPERATION.DOC	Archie	Operations, Jamie		
12	moderator handbook	training documentation for moderators	6/4 (before beta)	Tony	moderators, MSS		

13	revised moderator contracts		6/4 (before beta)	Tony	moderators
14	system requirements/ platforms supported	system requirements/ platforms supported	6/4 (4 weeks before launch)	Archie	Jamie
15	error messages list	ONLINE error messages members may get in session, OFFLINE, error messages members may get when attempting to launch, etc.. WHAT TO DO (advice to user) when these error msgs are encountered (Troubleshooting)	6/4 (4 weeks before launch)	Archie	Jamie
16	MSS training packet	FAQs, etc.	6/11 (3 weeks before launch)	Jamie	MSS
17	pre-launch member communications	4 coming soon: classic, PI, IM Classic, IM PI	6/25 (1 wk before launch)	Lisa T	members
18	post-launch member communications	4 announcements: classic, PI, IM Classic, IM PI	6/28 (1 wk before launch)	Lisa T	members
19	final version chat help	final version chat help	7/2 (before launch)	Archie	members
20	final version IM help	final version IM help	7/2 (before launch)	Archie	members
21	final version friends help	final version friends help	7/2 (before launch)	Archie	members
22	final version persona help	final version persona help	7/2 (before launch)	Archie	members
23	voxware contract		7/2 (before launch)	Chris Valentine	lawyers
24	guidelines		7/2 (before launch)	Tony	members

Prodigy Services Company
445 Hamilton Avenue
White Plains, NY 10601

Personalization & Navigation

Operations Guide

Personalization Management

Document Version 1.0.27

Friday, May 23, 1997

Author: Scott Nedderman

Manager: Oleg Vishnepolsky

 **prodigy.**

Personalization Management

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File: H:\Docs\SpecStubs\Personalization Management.doc
Last Saved By: Arathi Balakrishna
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Operations Guide

Personalization Management

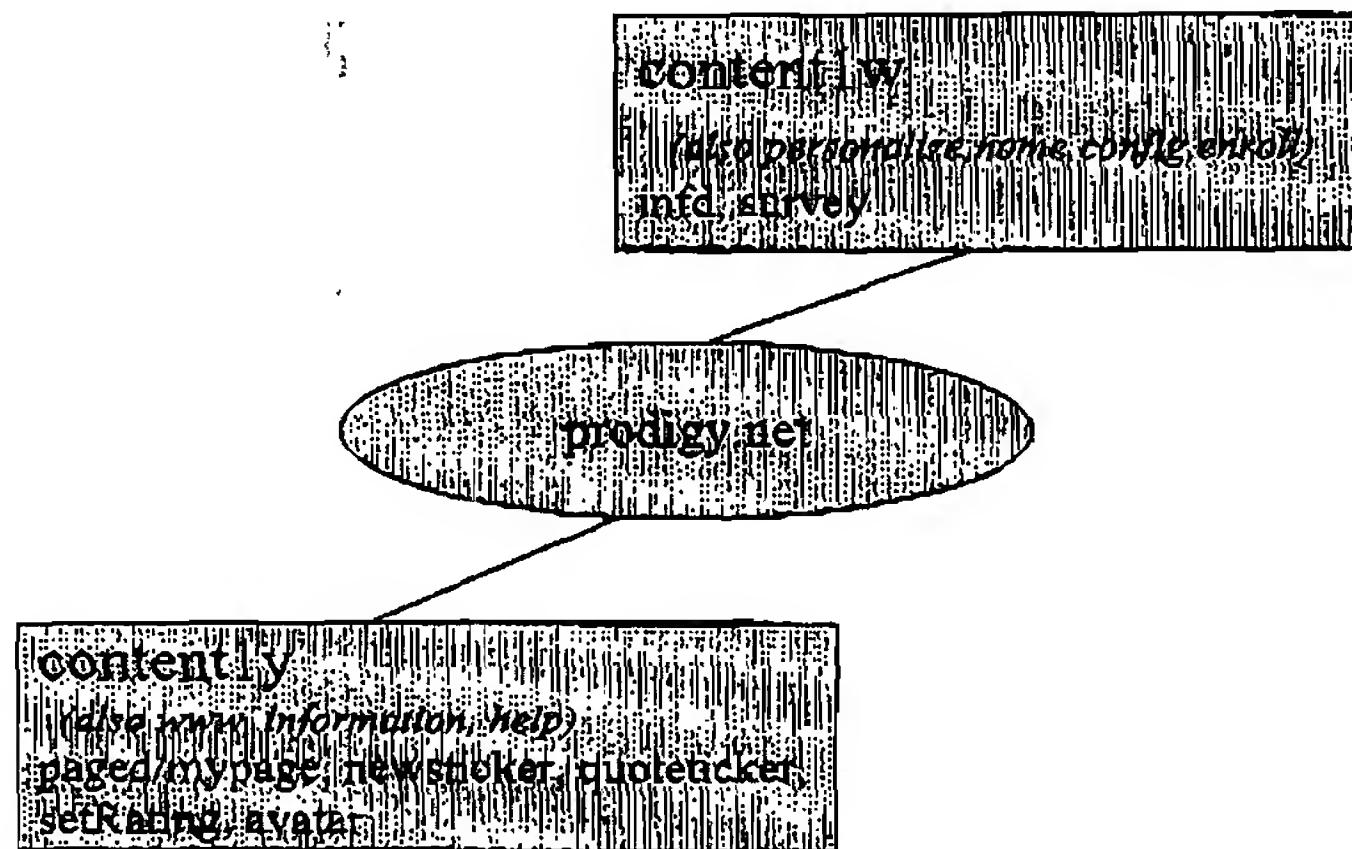
Introduction

This document will highlight various items significant to the management of the processes used by Prodigy for personalization, navigation and search as used in Prodigy Internet.

Many of the processes listed here make use of environment variables to set database login information, log file names, and other setup values. These variables are typically set by executing the *personalprofile* script which is usually stored in the *cgi-bin* directory.

In some places the ./ or ../ convention is used for depicting pathnames. Since this annotation is typically used for CGIs in this document you may assume that the current directory is the *cgi-bin* directory of the current web server.

The production system for Prodigy Internet (as relates to the personalization processes in this document) resembles the following diagram:



The following sections will present detailed information relating to each "personalization" process. These details may include a description, startup/shutdown procedures, logging, dependencies, and other notes as deemed appropriate.

Page Builder

mypage

Description mypage is the daemon which builds personal home pages for Prodigy Internet users.

Usage mypage <logfile_name>

Startup

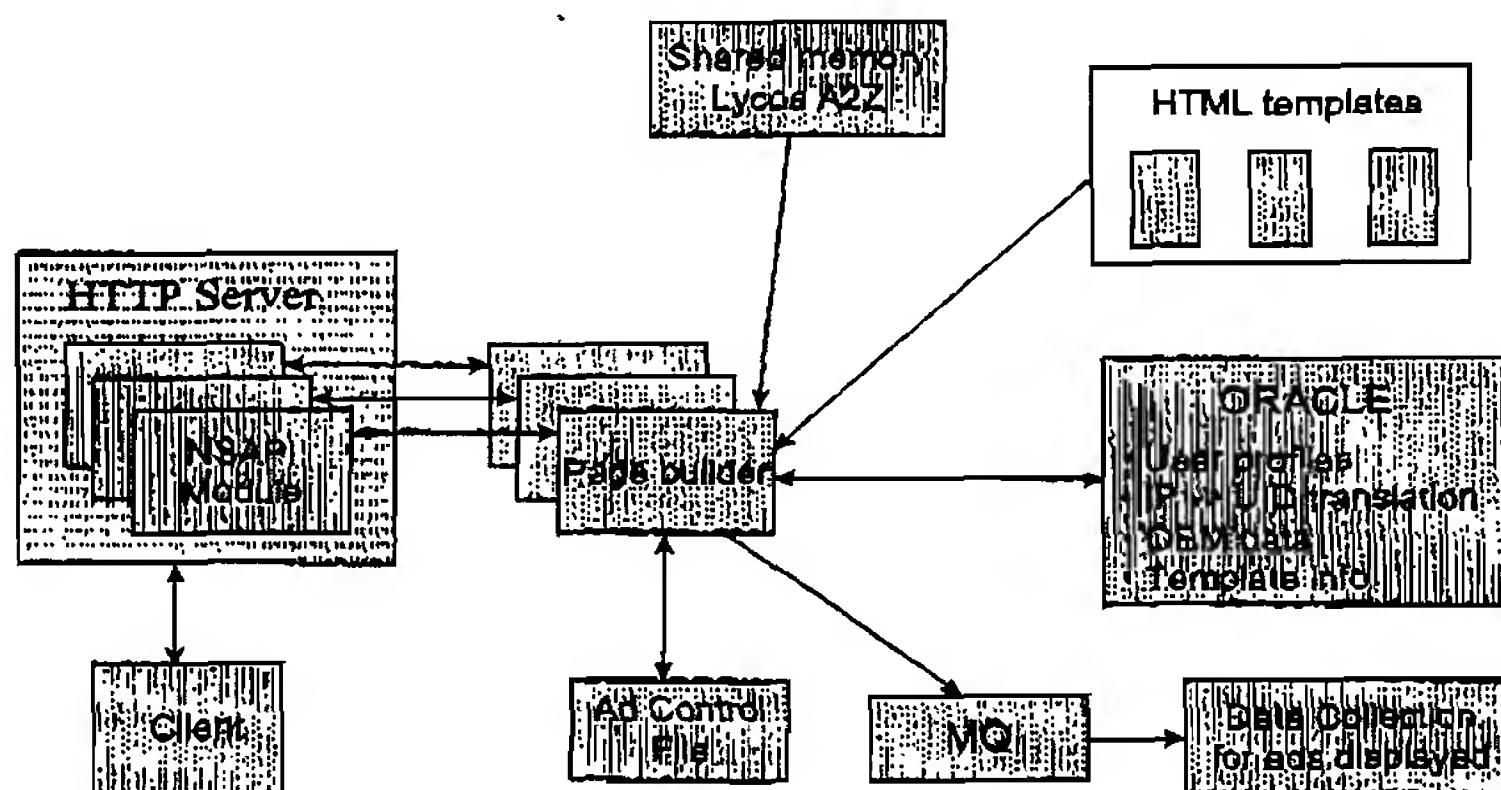
- started by an NSAPI module called page2.a
- page2.a executes the script lib/paged which sets up the environment and start mypage.
- There is a one paged/mypage process started for each web server process.
- paged waits for mypage to terminate
- executables mentioned above are in /netsite_new/https-www/lib/mypage

Shutdown kill -TERM <pid>

Logging Facilities writes to one log file which is named in the paged script (/content_www./data/mypage.log).

Log Messages logs usage statistics, connection errors, database errors, access denied for IP, template access errors, obsolete topic removal, session information

Data Flows



Signal Handling SIGUSR1 – refresh the cache
SIGUSR2 – recycle (incomplete)

Database Oracle – tables user_info and userCustom
Login information is stored in /content_www/cgi-bin/personal.profile

Connection Dependency & IPC

- Shared memory access to Lycos data (using key 1000)
- Oracle database connection
- Pipe to Netscape server (page2.a)

**Trouble-
shooting
Tips****Notes**

- Files for ads are stored on *bacon*, the ad control file is stored locally, which is maintained by the *adq_upd* utility.
- Pagebuilder can be killed with *./killpd.ksh?SIG* where SIG is the signal to use
- Runs with www.prodigy.net server, currently on *contently*

**newsticker**

Description Gets news headlines from headlines server and writes to stdout

Usage newsticker

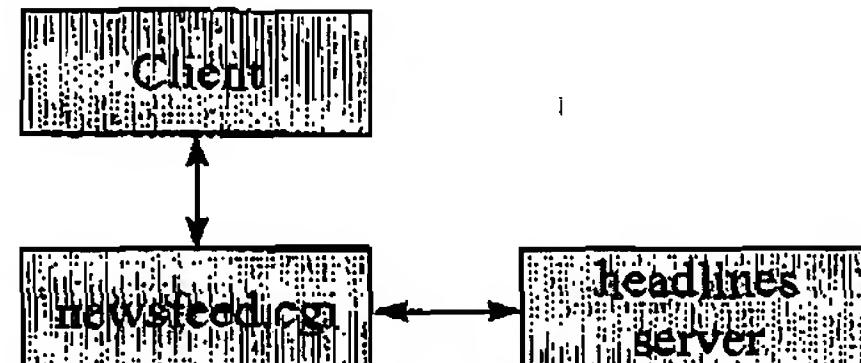
Startup ./newsfeed.cgi
This is a shell script which starts the newsticker program.

Shutdown NA

Logging Facilities Status log; name set in source file (post-launch, can set in script)

Log Messages Logs usage, socket errors

Data Flows



Database

Signal Handling SIGALRM – wrapped around socket calls for time-out handling

Connection Dependency & IPC TCP Socket to headlines server (headlines.prodigy.com:80) to get news feed

Trouble-shooting Tips

Notes • Runs with www.prodigy.net server, currently on *contently*

Personalization Management**quoteticker**

Description	./namefeedCgi ./quotefeedCgiMix ./tablefeedCgiMix ./symbolfeedCgiMix ./qtpersonCgiMixs	<i>Supplies names/symbols of instruments matching user-provided pattern</i> <i>Supplies symbol's values in rawstring for clients to format as ticker</i> <i>Supplies symbol's values in html table format</i> <i>Provides list of symbols for given user</i> <i>Sets symbols for a given user</i>
Usage	CGI	
Startup	started via URL calls from client Java applet	
Shutdown	NA	
Logging Facilities	quotefeedCgiMix has a status/error log which is turned on/off in <i>quotefeedmix2.ksh</i>	
Log Messages	Logs status and socket errors	
Data Flows	<pre> graph LR Client[Client] --> namefeedCgi[./namefeedCgi] Client --> quotefeedCgiMix[./quotefeedCgiMix] Client --> tablefeedCgiMix[./tablefeedCgiMix] Client --> symbolfeedCgiMix[./symbolfeedCgiMix] Client --> qtpersonCgiMixs[./qtpersonCgiMixs] Oracle[Oracle] --> namefeedCgi Oracle --> quotefeedCgiMix Oracle --> tablefeedCgiMix Oracle --> symbolfeedCgiMix Oracle --> qtpersonCgiMixs UGAP[UGAP/TPF] --> namefeedCgi UGAP --> quotefeedCgiMix UGAP --> tablefeedCgiMix UGAP --> symbolfeedCgiMix UGAP --> qtpersonCgiMixs SPC[S&P ComStock] --> SPC </pre>	
Database	Oracle – tables userCustom, Session	
Signal Handling	SIGALRM – socket calls wrapped in alarm for timeout handling	
Connection Dependency & IPC	Oracle database connection TCP Socket (199.4.137.13:12000) communication w/ UGAP (for S&P comstock communication)	
Trouble-shooting Tips		
Notes	<ul style="list-style-type: none"> • UGAP/TPF is run on an OS/2 machine • Runs with www.prodigy.net server, currently on <i>contently</i> 	

Personalization Management**Interest Survey****surveyCgi****Description** A CGI script which processes the interest survey at the end of registration.**Usage** `surveyCgi`**Startup** `/survey.ksh`**Shutdown** NA**Logging Facilities** Writes to `content_www/data/survey.log` as defined in `survey.ksh`**Log Messages** Logs database errors**Data Flows****Database** Oracle -- tables: `UserSY, PH_User_Topic_shm`**Signal Handling** NA**Connection Dependency & IPC** Oracle database connection**Trouble-shooting Tips****Notes** • Runs with `enroll.prodigy.net` server, currently on `contentlw`

Personalization Management

LYCOS Abstract Tree

preProc

Description a program which processes the lycos abstract file into a format readable by the fastload program. It resolves parent and children relationships and has ID's into the file.

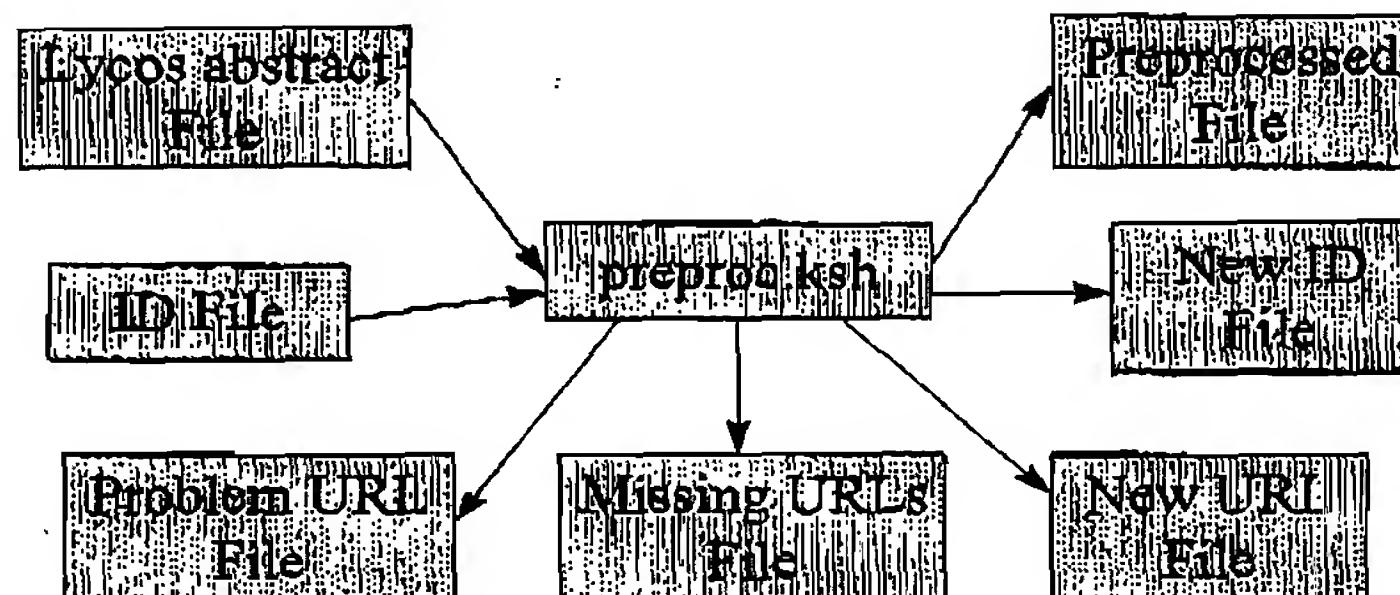
Usage preproc

Startup /netsite_new/https-www/shm/preproc.ksh

Shutdown ctrl-c if you wish to stop the process. It takes around 30 to 40 seconds to complete

Logging Facilities preproc.log; configurable in preproc.ksh

Log Messages Logs database errors

Data Flows

Database Oracle -- tables: UserSY, PH_User_Topic_shm

Signal Handling None

Connection Dependency & IPC None

Trouble-shooting Tips New ID file from previous run is the ID file for next run.

Notes • Runs with www.prodigy.net server, and affiliated Page Builder, currently on *contently*

Personalization Management

Configuration parameter info with defaults:

```
DEBUG=0
ROOT_URL_OBJ=http://a2z.lycos.com/
INPUT_ID_FILENAME=TEST.IN
OUTPUT_ID_FILENAME=TEST.OUT
APPR_URL_SIZE=25000
LYCOSDATA_FILENAME=prodigy.abs
PREPROC_OUTPUT_FILENAME=PRE.DAT
LOGFILE_NAME=preproc.log
NEW_URL_FILENAME=newurl.dat
MISSING_URL_FILENAME=missing.dat
DISCARD_URL_FILENAME=discard.dat
```

Personalization Management**fastload**

Description Reads preprocessed Lycos A2Z abstract data and loads it into shared memory

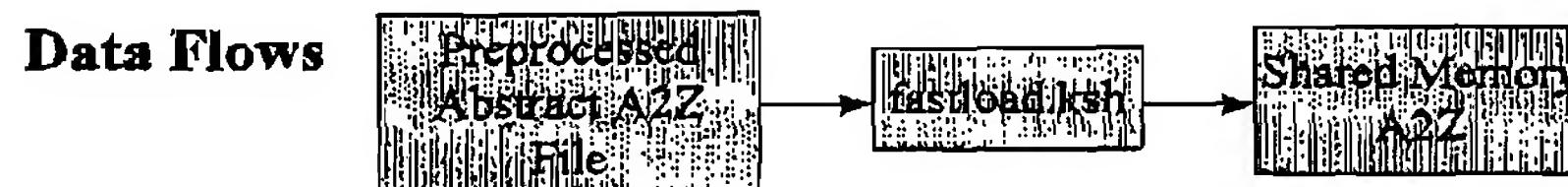
Usage fastload

Startup /netsite_new/https-www/shm/fastload.ksh

Shutdown to delete shared memory you need to call the delete.ksh

Logging Facilities fastload.log; configurable in fastload.ksh

Log Messages Logs database errors



Database NA

Signal Handling NA

Connection Dependency & IPC Shared memory – uses keys 1000-1002 (set in fastload.ksh)

Trouble-shooting Tips ReadShm <basekey>
Reads the contents of the shared memory (all segments) and dumps it to stdout

- Notes**
- Runs with www.prodigy.net server, and affiliated Page Builder, currently on contently
 - When the machine is rebooted this script, fastload.ksh, should be rerun to make the A2Z tree shared memory available to the processes which need it.
 - Configuration parameter.info with defaults:

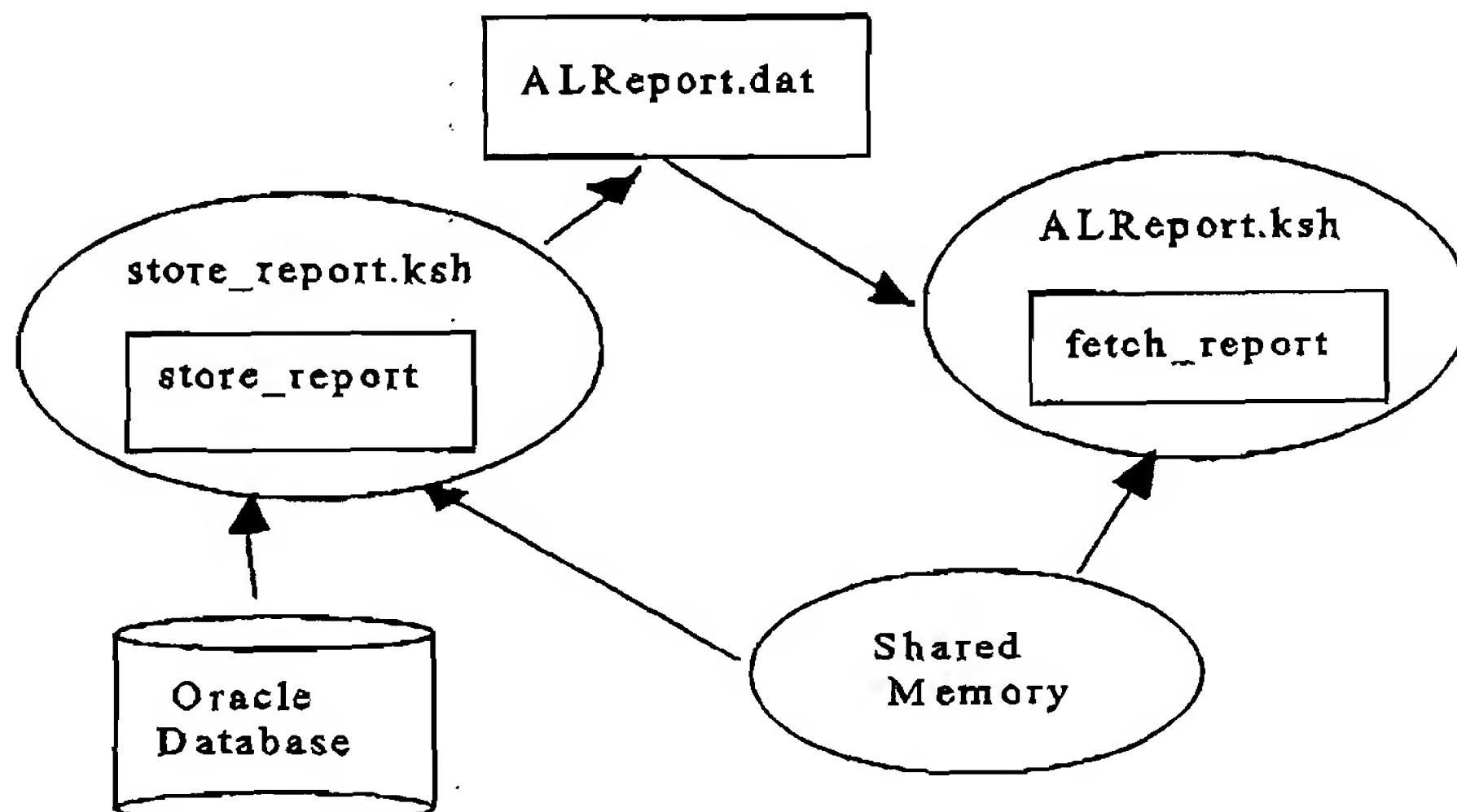
DEBUG=1	set to 1 to show the debugging info
URL_SHM_KEY=1000	
PRO_URL_FILE=PRE.DAT	which file to load the data from
URL_MAX_ELEMENTS=28000	max num of IDs generated
SHM_VERSION_NO=1	for new versioning information
MAX_SHM_SEGMENT_SIZE=8388608	max size of shared memory segment

Personalization Management**infid**

Description	Inference Engine; currently running on <i>contentlw</i>
Usage	infid [config_file_name]
Startup	/infid/bin/infid [infid.cf]
Shutdown	kill -TERM <pid>
Logging Facilities	Three log files (stored in /infid/logs) and syslog infid.log : general log file uristat.log : log of URL hit/miss statistics infid.pid : pid of infid syslog : fatal error & URL info facility: LOG_LOCAL3 level: LOG_INFO - log URL info every 5 minutes; LOG_ALERT - fatal error
Log Messages	
Data Flows	
Database	None
Signal Handling	SIGTERM – terminate infid SIGHUP – restart infid (reload datafile), not fully implemented yet
Connection Dependency & IPC	
Trouble-shooting Tips	<ul style="list-style-type: none">• UNIX based client exists for debugging and testing• infid.log & syslog will contain useful debugging info.
Notes	<ul style="list-style-type: none">• service name in /etc/services is infid• UDP and TCP ports listening 6791, defined in /etc/services as well• input URL data file : /infid/db/lycos.dat• daemon re-initialization involves<ol style="list-style-type: none">1. manually copy new lycos.dat to /infid/db2. terminate infid3. restart infid

Personalization Management**ALReport**

Description	Generates report of personalization (count of anchored links) in the A2Z tree.
ALReport.ksh	<i>kshell script that is called from a html page. Internally calls fetch_report program with configuration file as command line parameter</i>
fetch_report	<i>reads ALReport.dat from the data directory and generates html format related to main category and parent id passed as arguments</i>
ALReport.dat	<i>Default data file containing parent child info and direct count of anchored nodes and count of anchored nodes below current node</i>
fetch_report.cf	<i>Configuration file used by both store_report and fetch_report programs</i>
store_report	<i>Accesses database and shared memory and stores data in ALReport.dat</i>
store_report.ksh	<i>kshell script that sources /home/oradbapb/oracle.profile and store_report</i>
Usage	CGI (ALReport.ksh <parent id> <main category> fetch_report <parent_id> <main_category> -C <config_file> store_report -C <config_file>
Startup	started via URL calls from client link
Shutdown	NA
Logging Facilities	logs data into /tmp/ALReport.log by default. Both store_report and fetch_report will log to same file if a common config file is used.
Log Messages	Logs error messages
Data Flows	



Personalization Management**Database** Oracle – PERLycos

N/A

**Signal
Handling****Connection
Dependency
& IPC** Oracle database connection and shared memory**Trouble-
shooting
Tips**

- Notes**
- Runs with www.prodigy.net server, currently on
- contently*
- . The directory /content_tools/cgi-bin/reports is password protected

Personalization Management**Content Rating****setRating**

Description Content rating server CGI program to store collected rating data in an Oracle database. Data consists of rating version number, URL, rating responses 1 to 5 for 5 questions listed.

Usage setRating.cgi

Startup ./setRating

A script which sets a few environment variables and call setRating.cgi

Shutdown NA

Logging Facilities Logging is provided if the environment variable MSGLOGGING is set. MSGLOGFILE indicates the log file name either in full or relative path name.

Log Messages Date/Time stamp, userid, number and URL.

Data Flows

Database Oracle -- tables: sy_user_answer and sy_user_answer_url

Signal Handling

Connection Dependency & IPC Oracle database connection

Trouble-shooting Tips Activate logging; compare log file entries with database data.

- Notes**
- Currently, all URLs submitted by client are entered into the log file however there is no indication if the URL could not be successfully entered into the database.
 - Runs with www.prodigy.net server, currently on *contently*

**nph-avatar**

Description retrieves or stores list of body part URLs for a user's avatar

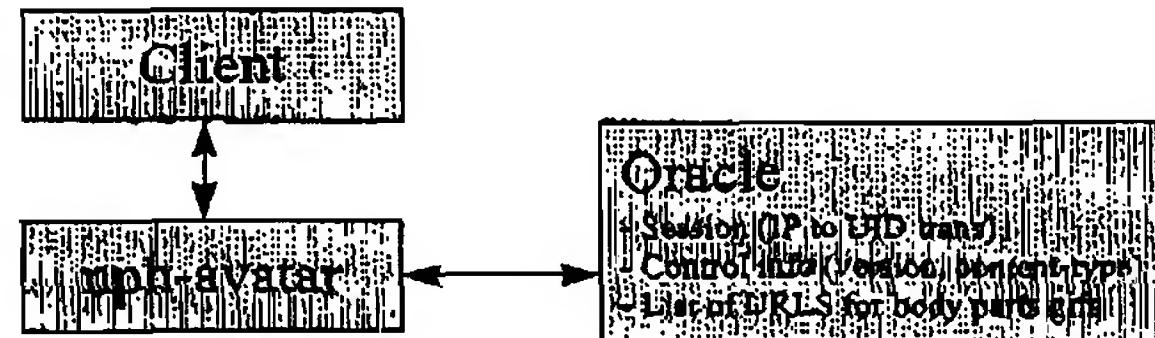
Usage nph-avatar[?<options>]

Startup ./nph-avatar.ksh

Shutdown NA

Logging Facilities Status and error logs; must be set by setting filename in variables in a .ksh file.
Uses AVATAR_STATUS_LOG and AVATAR_ERROR_LOG

Log Messages Logs usage, database errors, invalid input

Data Flows

Database Oracle – tables BlobMgr, Session, userCustom

Signal Handling None

Connection Dependency & IPC Oracle database connection

Trouble-shooting Tips

Notes • Runs with www.prodigy.net server, currently on *contently*

Personalization Management**nph-SpudGif**

Description provides server-based gif rendering of a user's avatar

Usage nph-SpudGif[?<options>]

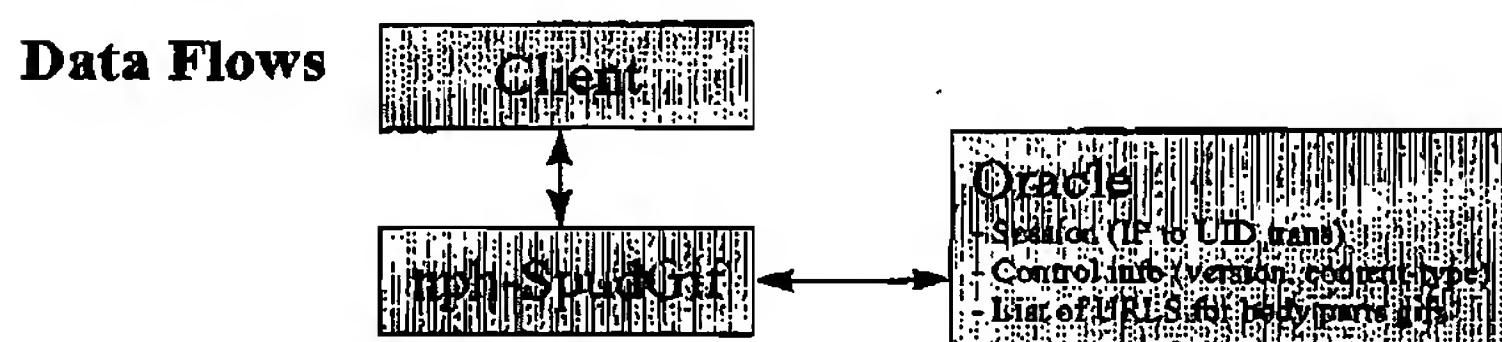
Startup ./nph-SpudGif.ksh

Shutdown NA

Logging Status and error logs; must be set by setting filename in variables in a .ksh file.

Facilities Uses AVATAR_ERROR_LOG

Log Messages Logs usage, database errors, invalid input



Database Oracle – tables BlobMgr, Session, userCustom

Signal Handling None

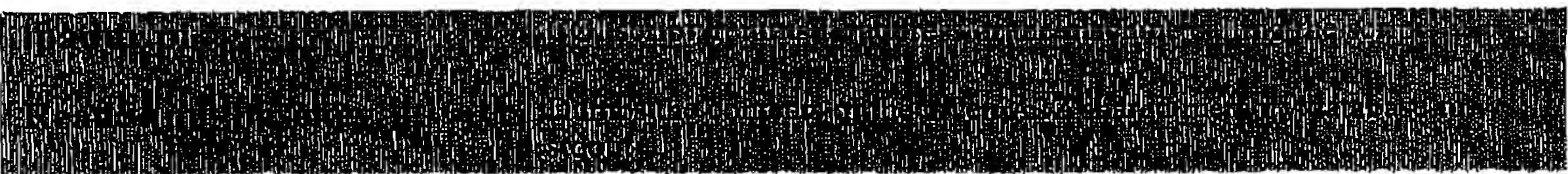
Connection Dependency & IPC Oracle database connection

Trouble-shooting Tips

Notes • Runs with www.prodigy.net server, currently on *contently*

Personalization Management**Miscellaneous Scripts**

The following table lists some shell scripts which were used in development and testing and may be useful for operations purposes in diagnosing problems.



PIM FEATURES

PIM features.doc

1/7/00 revision

Peter Nemarich

- 1) FRIENDS LIST
 - 2) INSTANT MESSAGE
 - 3) FILE TRANSFER
 - 4) CHAT
 - 5) PROFILE
 - 6) SYSTEM TRAY ICON
 - 7) DESKTOP ICON
-

DETAIL

1) FRIENDS LIST

Ad Banner

File

- Add a New List Group
- Delete a List Group
- Add Friend (as nickname or username)
- Delete Friend
- Get Profile

View

Preferences

- Play Sound When a Friend Logs On
- Play Sound When a Friend Logs Off
- Block Other Users from Adding me to their Friends Lists via USERNAME
- Select which nickname
- Allow All Members to Add Me to their Friends Lists
- Block All Members from Adding Me to their Friends Lists
- Display Friends Logon/LogOff Alert Box for 5 seconds then close
- Start Friends List upon Logon

Always On Top

PIM

- View My Profile
- Go to Instant Message
- Go to Chat

Help

- Give Feedback
- Get Help
- Legend (User has gone Online, User has gone OFFline, User Disabled Friends List)
- About

Buttons:

Add Friend
Delete Friend
Instant Message
Chat
Hide This

2) INSTANT MESSAGE**Ad Banner****File**

Initiate IM from within Chat or IM window
Log Conversation
Save Conversation
Exit

Edit

Cut
Copy
Paste
Select Font

View

Status Bar - Enable/Disable
ToolTips - Enable/Disable

Member (when no sessions in use)

Start Conversation
This is a Nickname
This is a PI Username
Edit "Connect To" List (Add, Delete, Move Up, Move Down)
Appear As (select Nickname or Username that you will use to connect to a user)

End Conversation

Send a File

Ignore Sounds

Ignore Sounds from All Members

Accept Conversations

Accept File Transfers

Do Not Accept Conversations

Add to Friends List

View Profile

Member (when a session is in use)

Start Conversation with [Member]
This is a Nickname
This is a PI Username
Edit "Connect To" List (Add, Delete, Move Up, Move Down)
Appear As (select Nickname or Username that you will use to connect to a user)
End Conversation with [Member]
Send a File to [Member]
Ignore Sounds from [Member]
Ignore Sounds from All Members

- Accept Conversations from [Member]
- Accept File Transfers from [Member]
- Do Not Accept Conversations from [Member]
- Add [Member] to Friends List
- View Profile of [Member]

WebPhone

- Accept WebPhone Calls
- Use WebPhone
- Put On Hold
- Select a VoiceFont
- End WebPhone Session
- Block WebPhone
- WebPhone System Info
- WebPhone Settings

Options

- Bring New Conversations to Foreground
- Customize Event Sounds
- Customize Stuff To Say
- Maintain Ignore List
- Advanced
 - Automatically Play Sounds
 - Automatically Send Sayings
 - Automatically Launch Media

PIM

- View My Profile
- View Friends List
- Go to Chat

Help

- Give Feedback
- Get Help
- Legend
- About

Buttons:

- Save Conversation
- Start Conversation
- End Conversation
- View Profile
- Exclude Member
- Toggle Exclude Sounds
- Send File
- Call
- Hangup
- WebPhone Block
- Toggle logging for current conversation
- Bold
- Italic
- Underline

- Color Palette
- Sounds

Sayings
Send

Right-click Nickname

- View Profile for [Member]
- Add [Member] to Friends List
- End Conversation with [Member]
- Do Not Accept Conversations with [Member]
- Ignore Sounds From [Member]
- Send a File to [Member]
- Make WebPhone Active
- Use WebPhone with [Member]
- End WebPhone Session

Pane Labels

- # Conversations
 - You are [Nickname or Username] talking to [Nickname or Username]
-

3) FILE TRANSFER

Initiate File Transfer from within a public Chat room

(Note: When File Transfer is initiated from within a public Chat room, the system instructions/confirmations will appear in a Private Chat window.)

Initiate File Transfer from within an IM window

(Note: When File Transfer is initiated from within an IM window, the system instructions/confirmations will appear in Windows dialogs.)

Sender

- Enter Brief Description of File
- Verify filename and size
- Cancel file transfer

Receiver

- Verify Username, filename, size, description
 - Reject file
 - Cancel file transfer
 - Automatically open file when download is complete
-

4) CHAT

Message Of The Day (appears when signing in to Chat)

Area and Room lists load.

Ad Banner

User can be in three rooms simultaneously

Buttons on Control Panel:

- View Attendees
- Create a Room
- Enter Room
- Refresh List

Cancel
Help

Logging
Search Rooms
Favorite Room toggle
List Rooms
Cut
Copy
Paste
View Profile
Ignore Text
Ignore Sounds
Bold
Italic
Underline

Color Palette
Sounds
Sayings

Tabs:

Status
Room Listing
One tab per active room

File

Logging
Save Text
Connect to Chat Server
Quit Chatting
Leave Room
Print
Print Preview
Print Setup

Edit

Undo
Cut
Copy
Paste

View

List All Rooms
Search for a Room
Show Favorites
Add [Current Room] to Favorites
Status Bar
Tab Bar

Member (when NOT in a Room)

Ignore All Sounds
Ignore Sounds
Accept Private Chats
Chat Privately

End Private Chat
View Profile
Ignore Text
Add to Friends
Instant Message
Send File

Member (when in a Room)
Ignore All Sounds
Ignore Sounds from [Member]
Accept Private Chats
Chat Privately with [Member]
End Private Chat
View Profile for [Member]
Ignore Text from [Member]
Add [Member] to Friends
Instant Message with [Member]
Send File
Direct Chat

Operations (when NOT in a Room)
View Attendees
Info
Edit
Delete
Enter

Operations (when in a Room, without host tools)
Invite to [Room]
Accept Invitations
Info
Edit
Delete
Enter

Operations (when in a Room, with host tools)
Invite to [Room]
Accept Invitations
Take [Room] Key from [Member]
Give [Room] Key to [Member]
Kick Out [Member]
Ban [Member]
View Supervisor Info for [Member]
Info
Edit
Delete
Enter

Options

Select Room Listing Font
Select Font for All Rooms
Choose Which Nickname to Use
Customize Stuff to Say
Customize Notifications
Edit Ignore List

Advanced**Edit Settings**

Server name appears in title bar

Magic Bus

Enable other chatters to trigger Magic Bus

Magic Bus for Rooms in Focus only

CTCP (client-to-client protocol)

Allow CTCP

Allow CTCP in Room

CTCP Options

Ping, Version, Time, Client Info

UserInfo, Finger

Quit Message (field)

Sounds

Enable Other Chatters to Play Sounds

No Sounds for Rooms not in Focus

Sound Directory (field)

Enable Sound Events

No Sound Events for Rooms Not in Focus

Sound Events (list)

Select

Remove

Test

Buttons:

OK, Cancel, Apply, Help

View Styles

Default Rooms Style (display)

Select

Notification

Popop Notice on:

Favorite Room Changes

Private Message

Room Search

"Play Sounds" Automatically Changes

"Say Stuff" Automatically Changes

Room Notification

Notifications About Room Attendees:

Announce Entries into Room

Announce Departures from Room

Announce Nick Changes

Announce Operator Changes (o)

Announce Room Kicks

Notifications About Room Configuration:

Note when Room Made Private (p)

Note when Room Made Secret (s)

Note when Room Set to Invite Only (i)

Note when Room Changed to Auditorium

Note when Room Made Permanent (z)

Note when Room is Voice Moderated (v)

Note when Topic Changes

Note when Room is Moderated (m)

Note when Topic is Changable (t)

Note when Outside Messages Allowed (n)

Note when the Key Allows Ops (a)

Note when Attendee Limit is Set (l)

Prodigy Internet Product Test Group

*** Prodigy Confidential ***

Note when a Key is Set (k)
Note when somebody is Banned (b)
Note other changes (?)

User Profile**Connection Type**

IRC + Secure Connect
Standard IRC Connect

Standard IRC Connect**Email Address**

User Name (field) @ Network (field)

Real Name**Nicknames****Password****Appearance**

Use Trim Menus
Use Trim Context Menus
Default to Single-Line Text Entry

Behavior

Automatically Play Sounds
Automatically Send Sayings
Automatically Launch Media
Clear Text Formatting After Send
Enter Favorite Rooms on Connect

Functions

Accept File Sends
Accept Direct Chats
Multiple Connections
Accept Invitations
Accept Private Chats

Window

Cascade
Tile
Arrange Icons

PIM

View My Profile
Friends List
Go to Instant Message

Help

Give Feedback
Get Help
About Chat

Buttons in Room:

Send
Room Alert
Leave
Formatted text (bold, italic, underline, colors)
Sounds
Sayings
Pause/Resume text display
"# Chatting" indicator (next to Pause button, above nick list)

Panes in Room

Conversations window
Send window
Chatting (list of nicks)

Right-click Nickname (without host tools)

Whois [Member]
Chat Privately with [Member]
Send File
Ignore Text from [Member]
Ignore Sounds from [Member]
Instant Message with [Member]
Add [Member] to Friends List
View Profile for [Member]

Right-click Nickname (with host tools)

Whois [Member]
Chat Privately with [Member]
Send File
Ignore Text from [Member]
Ignore Sounds from [Member]
Instant Message with [Member]
Add [Member] to Friends List
View Profile for [Member]

Operator Functions:

Tale [Room] Key from [Member]
Kick Out [Member]
Ban [Member] from [Room]
Suspend
View Supervisor Info for
Global Rights

5) PROFILE

Add Nickname

Delete Nickname

Basic Info

Username
Nickname
Language
Region
Occupation
Gender
Marital Status

Other Info

Age
Favorite Songs
Interests
Quote to Live By
My Web Page

Game Skills**Security**

Allow others to see my Username

Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname
coming online and offline
Disable Instant Messages to this Nickname

=====

6) SYSTEM TRAY ICON

Go to Chat
Go to Instant Message
Go to Friends List
Go to Profile
Shutdown
Connect/Logon

=====

7) DESKTOP ICON

None at present



Please print this fact sheet before downloading PIM!



Prodigy Instant Messaging™ (PIM™) lets you send immediate, private messages to multiple users who are currently online. For details and instructions on basic PIM features, click on the following subjects:



[Starting PIM](#)

[Creating a Nickname](#)

[Sending Instant Messages](#)

[Receiving Instant Messages](#)

[Using Prodigy Friends™](#)

[Other PIM Menu Options](#)

[Other PIM Window Components](#)

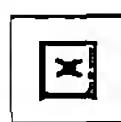
Additional "Help" information is available from the help pull-down menu in each PIM window.

To learn about "PIM Extras", such as sending file attachments and using voice-fonts,
[click here.](#)

STARTING PIM

Sign on to Prodigy Internet and start PIM by using the Windows Start Menu or by single-clicking on the PIM icon in your Windows system tray.

[Return to "PIM BASICS" menu](#)



CREATING A NICKNAME

Before you can use PIM, you must create a nickname. If you've already created a nickname for Prodigy Chat™, you do not need to create a new nickname for PIM.



To create a nickname:

1. Sign on to Prodigy Internet and start PIM by using the Windows Start Menu or by single-clicking on the PIM icon in your Windows system tray.
2. Enter your desired nickname, then click "OK."

- Nicknames must be 3-20 characters and begin with a letter.
- Spaces, hyphens, and underscores may not be used.

- For your privacy and security, we recommend that you DO NOT use your last name as all or part of your nickname.
- If the nickname you create is already in use, simply add numbers to the beginning, middle, or end to make it unique.
- You can always change your nickname later and create additional nicknames (up to three).

[Return to "PIM BASICS" menu](#)

SENDING INSTANT MESSAGES

To send an Instant Message, you must know the member's exact user name or nickname.

TIP: The Friends list is a handy place to store the nicknames and usernames of all your message recipients — it even shows which friends are online! For more details on adding friends to the list, [click here](#).

To send an instant message using the Friends List:

- Highlight a friend and click "Instant Message" on the Friends list. The Instant Message Window will appear, ready to take your message.

To send an instant message without using the Friends List:

1. Click on the PIM icon (blue faces) in the system tray.
OR
Click on the Windows "Start" button, then "Programs", "Prodigy Instant Messaging", and "Instant Message".
2. Click the Member Menu, drag the arrow pointer down to "Start Conversation," and release.
OR
Click the "Start a One-on-One Conversation" button on the toolbar.
3. In the "Start Conversation" window, enter the nickname or user name of the member whom you'd like to instant message, select the nickname **you** want to use, and click "Connect."

When your friend responds, the Instant Message Window will appear and his or her message will display in the main text box. To disconnect, click on "End Conversation" in the Member Menu or the PIM window toolbar.

[Return to "PIM BASICS" menu](#)

RECEIVING INSTANT MESSAGES

The Instant Message Window will automatically appear when another user sends you an Instant Message.

[Return to "PIM BASICS" menu](#)

USING PRODIGY FRIENDS

The Prodigy Friends list, in addition to being the "launching pad" for all PIM features, is a handy place to store frequently-used nicknames and user names. Things to remember when using the Prodigy Friends list:

- Each folder in the Prodigy Friends list is called a "list group"
- "Friends Currently Online" is the only permanent list group. The others have been provided for your convenience but can be changed or deleted. If friends in any of your list groups are currently online, their nickname or user name will appear in this folder.
- You can add a friend's Prodigy Internet user name or nickname to your Prodigy Friends list.

To add Prodigy Friends:

1. Click on one of the list groups, then click the "Add Friend" button. Enter the chat nickname or user name (do not include "@prodigy.net") of the Prodigy Internet member you wish to add. Don't worry if you don't know which characters are upper or lower-case.
 2. Click to indicate "nickname" or "username," then click "OK."
- User names in the list are prefixed by "(ID)." You should not enter this prefix when adding friends.
 - Single-clicking on the plus or minus sign to the left of the list group name opens or closes the list so you can view its contents.
 - If your friend is currently online, a yellow lightbulb will appear next to the friend's name. When your friend is offline, a gray lightbulb will appear. A question mark will appear when your friend has disabled this function for his or her nickname.
 - You can:
 - move friends between list groups by selecting and dragging.
 - delete friends by selecting and clicking delete.
 - add and delete friends and list groups through the File menu, or by right-clicking on the name of the friend or list group and choosing the desired option from the resulting pull-down menu.

[Return to "PIM BASICS" menu](#)

OTHER PIM MENU OPTIONS

- Use the File Menu Options to log, save, or print Prodigy Instant Messaging sessions.
- Use the Edit Menu to cut, copy, and paste selected items.
- Use the Options Menu to create a library of frequently-used text, glyphs, and sound items, to temporarily block messages from other members, to view your profile, and more.
- Use the Member Menu to send messages, accept or prevent receipt of text and sounds, accept or prevent file transfers from other members, view a member's profile, and add a member to your Friend's list.
- Use the View Menu to:
 - Display or hide the toolbar and status bar.
 - Set preferences that alert you when friends come online and let you control the information received by your friends when you come online.
 - Manage your nicknames (up to three Prodigy Chat nicknames plus one AIM profile) and create individual nickname profiles that other friends can see.
 - Set options such as prohibiting others from seeing your user name, prohibiting others from adding your nickname or user name to their Prodigy Friends, and disable Instant Messages to your user name and any or all of your nicknames.
- Use the Webphone Menu to place Webphone calls, block phone calls from members, and define WebPhone settings such as speaker volume, microphone sensitivity (VOX activation level), and Automatic Gain Control (audio quality).

NOTE: Prodigy Instant Messaging is a tool designed to allow users to be notified when their instant messaging friends are online as well as communicate with them. Please keep in mind that in building your profile, and thus allowing access to your friends, you are putting this information in the public view. This is true for both the PIM and AIM tools. Carefully select what information you want available to others.

[Return to "PIM BASICS" menu](#)

OTHER PIM WINDOW COMPONENTS

- The Sessions Box displays names and gender (if enabled) of members currently connected to you through PIM. For WebPhone conversations, an active or on-hold phone symbol is displayed. Click on the "Speak" button to talk to that person..
- The "Sounds" Box and "Say" Box let you select and send pre-saved items from your libraries.
- The "Messages" Box displays the most recent messages that you have sent and received for the displayed nickname.
- Use the "Textbox" to type text and send any glyphs.
- The "Formatting" buttons let you add color to and bold, italicize, underline, and format your message.

[Return to "PIM BASICS" menu](#)

NOTE:

*The Windows system tray is located on the Windows taskbar in the lower-right corner of your screen.

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Read answers to our most frequently asked questions by clicking on a category below.

TIP: Use your browser to help you find specific words on this page!

From your browser's drop-down menu, click "Edit," then "Find (on this page)." Type in the word or phrase you are looking for, then click "Find Next."

- [General Questions](#)
- [About PIM™](#)
- [Download & Install PIM](#)
- [Create Your Nicknames](#)
- [Create Your Profile](#)
- [Send & Receive IMs](#)
- [Send Files](#)
- ["Phone" a Friend](#)
- [Use Prodigy Friends™](#)
- [Create an AIM Profile](#)
- [Communicate with AIM Friends](#)
- [Text Appearance](#)
- [Sounds](#)
- [Sayings](#)
- [Chat](#)
- [Uninstall](#)

GENERAL QUESTIONS

Q: Can anyone use PIM?

A: Only Prodigy Internet® members can use PIM. However, PIM users can communicate instantly with anyone who uses AOL®'s AIMSM (AOL Instant MessengerSM) software*.

Q: Is there any additional charge for using PIM?

A: No. PIM is included at no additional charge with your Prodigy Internet membership. Of course, you are responsible for any telephone charges and supplemental access fees that you incur to access Prodigy Internet.

Q: My friend is not a member of Prodigy Internet. Can I still chat with him or her?

A: Yes! If your friend can download and install AOL's AIM (AOL Instant Messenger) software, you can use PIM to send and receive instant messages with your friend*.

Q: Does PIM require a Web browser?

A: No. The PIM software works independently of your Web browser, and it does not require a Web browser in order to run. In fact, you do not even need to have a Web browser open while you are using PIM.

Q: Will PIM run on a Mac or Windows 3.1?

A: PIM will only run on Windows 95 or Windows 98 at this time.

Q: Is PIM a Java-based program?

A: No.

Q: Can I launch PIM offline?

A: No. You must have an active dial-up connection to Prodigy Internet in order to launch any of the PIM components.

Q: Can I use PIM if I'm signed on to an Internet Service Provider other than Prodigy Internet?

A: No. You must access PIM through a dial-up connection to Prodigy Internet.

Q: Can children use PIM?

A: As with any Internet software, children should be supervised by an adult when using PIM or any other Chat or Instant Messaging software. Please read our interactive features guidelines, located in our online Member Center.

Q: I do not want my children to use PIM without my supervision or permission.

Can I block them from using it when I'm not around?

A: Cyber Patrol® is one of several programs that let you restrict your children's access to the Internet, including chat environments. Cyber Patrol is free for all Prodigy Internet members and can be downloaded from PIM Enhancements & Upgrades.

Q: Can I use PIM to chat with a Prodigy Internet member who is using Prodigy's Java chat client?

A: Yes. However, Prodigy's Java chat client does not currently support file transfer, sounds, or formatted text.

Q: Can I use PIM to chat with Prodigy® Classic members?

A: Yes. PIM users can use the Chat application to chat publicly or privately with Prodigy Classic members (identified by the prefix "pc~"). Prodigy Internet chat rooms will continue to be shared with Prodigy Classic chat rooms until Prodigy Classic is no longer available.

Q: Can I use PIM to chat with people who are on other online services?

A: Yes! PIM users can communicate instantly with anyone who uses AOL's AIM (AOL Instant Messenger) software*. Currently, AIM is available to anyone with a TCP/IP Internet connection.

Q: Can I use PIM from a LAN connection?

A: No. You must be connected to Prodigy Internet via a dial-up connection in order to use PIM.

Q: Where do I find detailed help for each of the PIM components (Chat, Instant Message, Prodigy Friends, Profile)?

A: Detailed "Help" information is available from the Help pull-down menu in each PIM window.

DOWNLOAD & INSTALL PIM

Q: What are the system requirements for using PIM?

A: PIM requires a Microsoft® Windows® 95 or Windows 98 operating system. It is currently not available for Windows 3.1 or Mac® OS. You must be connected to Prodigy Internet in order to use PIM.

Q: Why do I get an Authenticode security warning at the beginning of the PIM installation?

A: This warning can be ignored for the beta test. It appears only if you choose "Open the file from its present location" when downloading pim200.exe. When the beta test ends and a final release of PIM is ready, the warning will no longer appear.

CREATE YOUR NICKNAMES

Q: What's the difference between a username and a nickname?

A: Your Prodigy Internet *username* is the name you use to sign on to Prodigy Internet. (It is also the part of your e-mail address that comes before "@prodigy.net".) When displayed on the Prodigy Friends list, your username is prefixed by "(ID)" to indicate that it is a username and not a nickname. You cannot delete or change your username once it is created. You can have multiple nicknames, but only one username. Usernames are not case-sensitive.

A *nickname* allows you to conceal your identity. You can have multiple nicknames which allows you to have multiple identities. Nicknames must begin with a letter and must be between 3 and 20 characters long. Nicknames cannot contain extraneous characters, such as spaces, hyphens, underscores, symbols, etc. A nickname cannot receive e-mail. Nicknames are not case-sensitive.

Q: How do I create a nickname for the first time?

A: Before you can use PIM, you must create a nickname. To create a nickname:

1. Sign on to Prodigy Internet and start PIM by using the Windows Start Menu or by single-clicking on the PIM icon in your Windows system tray (located on the Windows taskbar in the lower-right corner of your screen).
2. Enter your desired nickname, then click "OK."
 - o Nicknames must be 3-20 characters and begin with a letter.
 - o Spaces, hyphens, and underscores may not be used.
 - o For your privacy and security, we recommend that you DO NOT use your last name as all or part of your nickname. If the nickname you create is already in use, simply add numbers to the middle or end to make it unique. You can always change your nickname later and create additional nicknames (up to three).
3. After you have entered an available nickname, the "Prodigy Friends" screen appears. The "Prodigy Friends" screen is PIM's "Main Menu." From here, you can access all of PIM's features.

Q: How do I add or delete nicknames?

A: Click the Prodigy Friends <View> drop-down menu, then select My Profile. From this screen you can manage your nicknames. You can have up to three different nicknames associated with your Prodigy Internet username, plus one AIM (AOL Instant Messenger) screen name*.

Another way to get to the Profile screen is to click the PIM icon in your Windows system tray. Look for this icon on the right side of your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Just single-click the icon (either a right or left click) to see the menu of PIM options. Then select Profile.

Q: How many different nicknames can I have?

A: You can have up to three different nicknames associated with your Prodigy Internet username, plus one AIM (AOL Instant Messenger) screen name*. You can add new nicknames or delete existing nicknames.

Q: All of my nickname choices were rejected. Why?

A: Your choices were unavailable either because another user is currently using the nickname, or because the nickname is reserved or prohibited. To increase your chances of finding an available nickname, try adding letters or numbers to it.

Q: If someone sends an Instant Message to my nickname, but I'm currently using a different nickname, will I still receive the Instant Message?

A: Yes, unless you have checked the option to ignore Instant Messages.

Q: Are nicknames permanent?

A: Any nickname that you choose will remain yours exclusively for as long as you maintain your Prodigy Internet account, or until you delete the nickname from your profile.

Q: How many different nicknames can I have?

A: You can have up to three different nicknames associated with your Prodigy Internet username. You can add new nicknames or delete existing nicknames.

CREATE YOUR PROFILE

Q: What is a profile?

A: Your profile is made up of your username and up to three associated nicknames. You can add new nicknames or delete existing nicknames. You can define basic information for your profile, such as nicknames, gender, and marital status. You can also include other information such as your interests, favorite songs, and favorite games. You can also allow other members to see your username for e-mail, Friends Lists, and Instant Messages.

Q: How do I create my profile?

A: Click the Prodigy Friends <View> drop-down menu, then select My Profile. From this screen you can define basic information for your profile, such as nicknames, gender, and marital status. You can also include other information such as your interests, favorite songs, and favorite games.

Another way to get to the Profile screen is to click the PIM icon in your Windows system tray. Look for this icon on the right side of your Windows taskbar. (The taskbar is the gray bar at the bottom of your screen that also contains the Windows "Start" button.) Just single-click the icon (either a right or left click) to see the menu of PIM options. Then select Profile.

You can have up to three different nicknames associated with your Prodigy Internet username, plus one AIM (AOL Instant Messenger) screen name.

Q: Who can see my PIM nickname profile?

A: Only Prodigy Internet members using PIM can see your PIM nickname profile – if you choose to create one. However, you are free to state as much or as little information about yourself as you wish. Because your nickname profile will be available to anyone who uses PIM, please be careful about the kind of information you state. For example, you should probably not show your last name or street address.

Q: How do I look at a member's profile?

A: From within a Chat or Instant Message window, single-click on a member's nickname to select it. Then either click the <Member> drop-down menu and select "View Profile," or click the "View Profile" icon on the toolbar at the top of the window.

In addition, when using Instant Message, you can right-click a member's nickname and select "View Profile."

To view your own profile, you can either use the above methods, or click the system

tray icon and select "Go To Profile," or from the Windows taskbar click Start, Programs, Prodigy Instant Messaging, Profile. In addition, you can click the Instant Message <Options> drop-down menu and select "View My Profile."

NOTE: The "View Profile" option cannot be used with either Prodigy Classic nicknames (identified by the prefix "pc~") or AIM (AOL Instant Messenger) screen names (identified by the prefix "aim~")*. You can only view the profiles of Prodigy Internet members.

SEND & RECEIVE INSTANT MESSAGES (IMs)

Q: What's the difference between Instant Message and Private Chat?

A: Although both allow you to have a private, one-on-one conversation with another user, only Instant Message gives you the added ability to send files (without using e-mail), send sounds, and have WebPhone voice conversations. Both the sender and receiver must be using the PIM software in order to communicate via Instant Message.

Q: How do I send/receive an Instant Message?

A: SENDING INSTANT MESSAGES - To send an Instant Message, you must know the member's exact username or nickname. The Friends list is a handy place to store the nicknames and usernames of all your message recipients — it even shows which friends are online! To send an Instant Message:

1. Click "Instant Message" on the Friends menu, the Start menu, or the system tray, or highlight an online friend and click "Instant Message" on the Friends list. The Instant Message window will appear.
2. Click the Member menu, drag the arrow pointer down to "Start Conversation," and release. Or click the "Start a One-on-One Conversation" button on the toolbar. The "Start Conversation" window will appear.
3. Enter the nickname or username of the member whom you'd like to instant message, select the nickname you want to use, and click "Connect."
4. When your friend responds, the Instant Message Window will appear and his or her message will display in the main text box.
5. To disconnect, click on "End Conversation" in the Member Menu of the PIM window toolbar.

RECEIVING INSTANT MESSAGES - The Instant Message window will automatically appear when another user sends you an Instant Message.

Q: I don't want to receive Instant Messages sent to my username. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Username Options button
4. Check the box that says "Disable Instant Messages to my Username"
5. OK

Q: I don't want to receive Instant Messages sent to one of my nicknames. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile

3. Click on the nickname you want to modify
4. Click the Security tab
5. Check the box that says "Disable Instant Messages to this Nickname."
6. OK

SEND FILES

Q: How do I send/receive files from within an Instant Message or Chat window?

A: You must be connected with a member via Instant Message or Chat before you can send that member a file. NOTE: The file transfer option does not work with Prodigy Classic members (identified by the prefix "pc~").

SENDING FILES FROM INSTANT MESSAGE OR CHAT:

1. Right-click the recipient's nickname and select "Send File". (Or, single-click the recipient's nickname to highlight it, then click the <Member> drop-down menu and select "Send File".)
2. Choose a file from your directory and click "Open."
3. Enter a brief description of your file and wait for the receiver to accept the file. You will then see the progress of your file transfer.

RECEIVING FILES - The File Transfer window will automatically appear when another user sends you a file.

CAUTION: Be extremely careful when accepting files from strangers. Be aware that executable files (usually files ending in .exe or .com) may contain viruses that can damage the data on your computer. Even a friend can unknowingly transmit a virus, so always use an antivirus program to check any program that you have received via file transfer, e-mail, or diskette.

"PHONE" A FRIEND

Q: What is WebPhone? Does it have anything to do with a regular telephone?

A: WebPhone allows you to have real-time voice conversations with other WebPhone-enabled chat friends (requires microphone and duplex or half-duplex sound card). WebPhone has nothing to do with your regular telephone equipment. All voice transmission is done via the Internet, through the same telephone line that you use to connect to Prodigy Internet. There are no additional charges for using WebPhone. Of course, you are responsible for any local or long distance telephone charges that you incur to access Prodigy Internet.

Q: What equipment do I need in order to use WebPhone?

A: In order to use WebPhone, both parties' computers must be equipped with a microphone and either a duplex or half-duplex sound card.

Q: How do I place/receive a WebPhone "call"?

A: PLACING A WEBPHONE CALL - If you have the necessary hardware, you can use the Instant Message window's WebPhone menu to "call" a member who is currently connected. Choose "Use WebPhone" from the "WebPhone" menu, or click the "Call" button on the toolbar. WebPhone even lets you put friends on hold while you chat with others.

RECEIVING A WEBPHONE CALL - The WebPhone window will automatically appear when another user initiates a WebPhone call.

USE PRODIGY FRIENDS

Q: How do I prevent my Prodigy Friends list from starting automatically when I sign on to Prodigy Internet?

A: By default, your Prodigy Friends list will start automatically whenever you sign on to Prodigy Internet. However, you can prevent it from starting automatically if you wish:

1. From the Prodigy Friends screen, select the <View> drop-down menu, and click Preferences.
2. At the bottom left corner of the screen, check the box that says "Start Friends List upon Logon." Click OK.
3. Again click View, Preferences. This time, UNcheck the box that says "Start Friends List upon Logon." Click OK.
4. The Prodigy Friends list will no longer start automatically when you sign on to Prodigy Internet.

If you ever want to reinstate the Prodigy Friends autostart feature, just check the box that you unchecked in step #3 above, and click OK.

Q: The "Add Friend" and "Delete Friend" buttons are grayed-out on my Prodigy Friends screen. Why?

A: These buttons will be grayed-out if the "Friends Currently Online" list (or any of the names within it) is highlighted. To use the "Add Friend" or "Delete Friend" buttons, click on any list group except "Friends Currently Online."

Q: How do I use the Prodigy Friends program?

A: The Prodigy Friends list, in addition to being the "launching pad" for all PIM features, is a handy place to store frequently-used nicknames and usernames. Things to remember when using the Prodigy Friends list:

- Each folder in the Prodigy Friends list is called a "list group"
- "Friends Currently Online" is the only permanent list group. The others have been provided for your convenience but can be changed or deleted. If friends in any of your list groups are currently online, their nickname or username will appear in this folder.
- You can add a friend's Prodigy Internet username or nickname to your Prodigy Friends list.

To add a friend:

1. Click on one of the list groups (any list group except "Friends Currently Online"), then click the "Add Friend" button. Enter the chat nickname or username (do not include "@prodigy.net") of the Prodigy Internet member you wish to add. Don't worry if you don't know which characters are upper or lower-case.
2. Click to indicate "nickname" or "username," then click "OK."
3. Usernames in the list are prefixed by "(ID)." This prefix is added automatically by the system.
4. Single-clicking on the plus or minus sign to the left of the list group name opens or closes the list so you can view its contents.
5. If your friend is currently online, a yellow lightbulb will appear next to the friend's name. When your friend is offline, a gray lightbulb will appear. A question mark will appear when your friend has disabled this function for his or her nickname.
6. You can:
 - o move friends between list groups by selecting and dragging.

- o delete friends by selecting and clicking delete.
- o add and delete friends and list groups through the File menu, or by right-clicking on the name of the friend or list group and choosing the desired option from the resulting pull-down menu.

Q: How does PIM notify me that my friends are online?

A: If you have added a friend to one of your Prodigy Friends list groups, and the friend is currently online, you will see the friend's nickname in the "Friends Currently Online" list group, with a yellow lightbulb icon next to it.

In addition, PIM can notify you with a sound file when friends come online or go offline. To set preferences for these sound file notifications, click the Prodigy Friends <View> drop-down menu and select Preferences.

You can also set PIM to display an alert box for 5 seconds when friends come online or go offline. To set preferences for the alert box notification, click the Prodigy Friends <View> drop-down menu and select Preferences.

When your friend is offline, a gray lightbulb icon will appear next to the nickname. A question mark will appear when your friend has disabled this function for his or her nickname.

Q: Will my friends know when I'm online?

A: Yes, if your Prodigy friends have added your nickname or username to their Prodigy Friends lists, they will be notified when you are online.

In addition, your AIM (AOL Instant Messenger) friends will know if you're online if they have added your AIM screen name to their Buddy Lists*.

Note that you have the option of disabling other users from being notified when you are online. To do this, go to the Prodigy Friends screen and click the following:

1. View
2. Preferences
3. Check the box that says "Block Other Users from Adding me to their Friends Lists via my USERNAME"
4. Click the button that says "Block All Members from Adding me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline."
5. OK

Q: I don't want anyone to know when I'm online. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. Preferences
3. Check the box that says "Block Other Users from Adding me to their Friends Lists via my USERNAME"
4. Click the box next to "Block all members from adding me to their Friends Lists, and disable other users from receiving alerts by this nickname coming online and offline."
5. OK

Q: I want to prevent other users from adding one of my nicknames (but not my

username or any of my other nicknames) to their Prodigy Friends lists. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Click on the nickname you want to modify
4. Click the Security tab
5. Check the box that says "Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline."
6. OK

Q: I want to prevent other users from adding my username to their Prodigy Friends lists. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Username Options button
4. Check the box that says "Disable Other Users from adding me their Friends Lists by my Username (This option also disables other users from being alerted by me coming online and offline.)"
5. OK

Q: I only want certain friends to know when I'm online. How do I configure PIM to do that?

A: First, you must disable other users from adding your nickname to their Prodigy Friend lists. From the Prodigy Friends screen, click the following:

1. View
2. My Profile
3. Click on the nickname you want to modify
4. Click the Security tab
5. Check the box that says "Disable others from adding this Nickname to Friends Lists, and being alerted by this Nickname coming online and offline."
6. OK

Other users can now add your username (but not your nickname) to their Prodigy Friends lists -- as long as they know your username. Give your username only to the special friends whom you wish to enable with this ability.

NOTE: To prevent others from learning your username when you send an Instant Message, be sure to choose to appear as your nickname, and not your username. This option is available to you from the Instant Message <Member> drop-down menu. Select "Start Conversation," then click the "As" drop-arrow (just below the center of the window) to select your nickname instead of your username.

Also be aware that anyone who knows your e-mail address will therefore know your username.

Q: I want people to be able to add my nickname to their Friends list, but not my username. How do I configure PIM to do that?

A: From the Prodigy Friends screen, click the following:

1. View
2. Preferences
3. Check the box that says "Block Other Users from Adding Me to Their Friends

Lists Via My USERNAME*

CREATE AN AIM PROFILE*

Q: How do I use PIM to create an AIM (AOL Instant Messenger) profile?

A: Take the following steps:

1. Click the Prodigy Friends "View" drop-down menu, then select "My Profile."
2. Click the "aim" button in the upper right corner of the "My Profile" screen.
3. Click the "Create Account" button. If you receive a message saying that the "Create Account" feature is not available at the present time, click "OK" and "Cancel." Then reselect "My Profile" and try again. If you already have an AIM screen name and password, enter them here, click "OK," and skip to Step 7 below. The "Help" button on the AIM Profile screen does not work at this time.
4. On the AIM Enrollment screen, enter your desired screen name (3-10 characters long, beginning with a letter), password, and your e-mail address. Click "Enroll" to continue. NOTE: The e-mail address must be accurate -- AOL sends a confirmation letter that you must respond to in order to keep your AIM account active. Your e-mail address will not be visible to AIM members unless you select an option to make it visible. If you receive a "Registration Notice" error, click "Yes." Complete the AIM Registration form, submit it, then return to your profile screen by clicking the "Profile" button on your Windows taskbar. Complete the AIM screen name and password fields, then click "OK" and proceed to Step 7.
5. Click "OK" on the confirmation screen.
6. Click "OK" on the Profile screen.
7. The AIM Friends list group should appear at the bottom of the Friends list within a few seconds. Add your "AIM Friends" to this list group. NOTE: If you register for AIM via the AOL Web site, you do not need to download the AIM product.

Q: I entered my AIM (AOL Instant Messenger) screen name and password on PIM's AIM profile screen, but it wasn't activated*.

A: Make sure that your AIM screen name and password are correct. The password is case-sensitive (PASSWORD is not the same as password). PIM will only recognize a valid AIM screen name and password combination.

COMMUNICATING WITH AIM FRIENDS*

Q: Is it OK to have my AIM (AOL Instant Messenger) software running while I'm using PIM?

A: This can temporarily disable either PIM or AIM. If both programs are configured with the same AIM screen name, only the most recent log-in to AIM will prevail. Therefore, unless you configure AIM with a different screen name than the one you entered in PIM's AIM profile screen, we do not recommend running both PIM and AIM at the same time.

Q: My AIM (AOL Instant Messenger) software starts automatically whenever I start Windows. Will this affect PIM?

A: This can temporarily affect AIM. Therefore, if you have AOL Instant Messenger installed on your machine, you might want to adjust it so that it does not automatically start whenever Windows starts. To do this, start AOL Instant Messenger, then go to File, My Options, Edit Preferences. Under the General tab, uncheck the box next to "Start AIM when Windows starts." Click OK, and close AIM to end your AIM session. If you do not make this adjustment, your AIM software may not work properly while PIM is running -- unless you configure AIM with a different screen name than the one you entered in PIM's AIM profile screen.

Q: Can AIM (AOL Instant Messenger) users see that I'm on Prodigy?

A: Your AIM friends will see you only as another AIM user. There is no Prodigy identifier.

Q: Will my AIM (AOL Instant Messenger) Friends know when I'm online?

A: Yes, if your AIM Friends have added your AIM screen name to their Buddy Lists, they will be notified when you are online. However, you have the option of disabling other users from being notified when you are online.

Q: How does PIM notify me that my AIM (AOL Instant Messenger) Friends are online?

A: The AIM Friends list group works the same way that your other Prodigy Friends list groups do. If you have added an AIM friend to your AIM Friends list, and the AIM friend is currently online, you will see the friend's AIM screen name (identified by the prefix "aim~") in the "Friends Currently Online" list group, with a yellow lightbulb icon next to it.

In addition, PIM can notify you with a sound file when friends come online or go offline. To set preferences for these sound file notifications, click the Prodigy Friends <View> drop-down menu and select Preferences.

You can also set PIM to display an alert box for 5 seconds when friends come online or go offline. To set preferences for the alert box notification, click the Prodigy Friends <View> drop-down menu and select Preferences.

When your friend is offline, a gray lightbulb icon will appear next to the nickname. A question mark will appear when your friend has disabled this function for his or her nickname.

Q: How would my AIM (AOL Instant Messenger) user add my AIM screen name to their AIM Buddy List?

A: They would add your AIM screen name the same way they would add any other AIM user's screen name. An AIM 2.0 user would click the List Setup tab, click the "Add a Buddy" icon at the bottom of the window, then type in your AIM screen name. To see who's online, an AIM user would click the "Online" tab.

TEXT APPEARANCE

Q: How do I type in colors?

A: You can type in colors while chatting in either a chat room or Instant Message window. To type in color, single-click the desired color button from the multi-colored palette near the top of the window. Then type your message and send. To change colors, click on another color button. To stop using colors, click the black color button.

Q: How do I change the font (typeface, style, and size) of the text that I receive?

A: You can change the font of the text you receive while chatting in either a chat room or Instant Message window. From the <Options> drop-down menu, click "Select Font" and then choose a font, style, and point size.

Q: How do I change the style (bold, italic, or underline) of the text that I send?

A: You can change the style of the text you send in either a chat room or Instant Message window. To change the style, single-click any or all of the three style buttons (labeled B, I, U, for Bold, Italic, and Underline) located just above the multi-colored buttons near the top of the window. Then type your message and send. You can also type your text first, highlight it with your mouse, and then click on a style button to apply the new style. To undo the style change, click on the button (or buttons) again before

typing your text.

Q: Who can see the formatted text I send (bold, italic, underline, or colors) in Chat or Instant Message? Must the other party use PIM in order to see the formatted text?

A: Any IRC-compatible chat client (such as PIM, Global Chat, Mirc, or Pirch, to name just a few) should be able to view your formatted text. Formatted text will not be seen by Prodigy Classic members, AIM (AOL Instant Messenger) users*, or users of the Prodigy's Java chat client.

SOUNDS

Q: How do I play and customize my Sounds?

A: There are two different kinds of sounds that you can customize with PIM: (a) Event Sounds and (b) sounds that you send/play during a Chat or Instant Message session.

1. Event Sounds play when certain events occur, such as when a new Instant Message is received. To customize Event Sounds, click the Instant Message <Options> drop-down menu and select "Customize Event Sounds."
2. You can also send/play sounds during a Chat or Instant Message session. To see the list of available Sounds, click the drop-arrow to the right of the Sounds button. To send/play the sound, click on the desired filename and then click the Send button.

You can add your own customized sounds by copying .wav files to your PIM sound directory, which is C:\Program Files\CNG\Sounds if you have installed PIM to the default location. In order for your friends to hear your customized sound files, they must have the identical files in their sound directories.

NOTE: AIM (AOL Instant Messenger)*, Prodigy® Classic, and Prodigy's Java chat client do not support sounds at this time. However, IRC-compatible chat clients (such as PIM, Global Chat, Mirc, or Pirch, to name just a few) do support sounds.

Q: Who can hear the sounds that I send in Chat or Instant Message? Must the other party use PIM in order to hear these sounds?

A: The other party does not necessarily have to use PIM, but must be using an IRC-compatible chat client (such as PIM, Global Chat, Mirc, or Pirch, to name just a few). In addition, other parties cannot hear the sounds you send during a Chat or Instant Message session unless they have a copy of the identical sound files in their sound directories.

SAYINGS

Q: How do I customize my text Sayings?

A: You can send pre-written text snippets (called "Sayings") from within a Chat or Instant Message window. To customize the text, click the <Options> drop-down menu and select "Customize Stuff to Say." You can Add, Modify, or Delete these text items. To see the list of available Sayings, click the drop-arrow to the right of the Sayings button. To send the Saying, click on the desired Saying and then click the Send button.

Q: My friend on PI has never used Prodigy Internet Chat before. Can I use PIM to send her an Instant Message?

A: Your friend must first download and install the PIM software before she can receive an Instant Message from you. She will be prompted to enroll in Chat during the PIM

software installation.

Q: I can't add a my friend's PI username to my Friends list. Why?

A: There are a few reasons why this might happen:

1. The member has not enrolled in Prodigy Internet Chat. If this is the case, please ask your friend to go to <http://chat.prodigy.net>, where they can enroll in chat instantly by using Prodigy's Java chat client. Your friend also has the option of enrolling in chat by downloading and installing the PIM software. He or she will be prompted to enroll in Chat during the software installation.
2. The member has disabled all users from adding his or her username to any Friends lists.

Q: I can't add my friend's PI nickname to my Friends list. Why?

A: There are a few reasons why this might happen:

1. The member has disabled all users from adding his or her nickname to any Friends lists.
2. The member might no longer be using this nickname.

Q: Can I add AIM (AOL Instant Messenger) friends to my Chat Friends or General Friends lists?

A: No. AIM screen names can be added only to your AIM Friends list.

Q: How do I add AIM (AOL Instant Messenger) friends to my Friends list?

A: You must first create an AIM profile for yourself. Once you have created an AIM profile, you will see a new list group at the bottom of your Prodigy Friends screen, with the title of AIM Friends.

CHAT

Q: What's allowed -- or not allowed -- in Chat?

A: You can review our Chat Guidelines at
http://help.prodigy.net/content/prodigy_info/guidelin.htm.

Q: What Is the Status window (first tab) used for?

A: You can type various IRC (Internet Relay Chat) commands in the Status window. For a complete listing of the available IRC commands, type /help in the Status window, and press Enter.

Q: Is there a way to find out if a member is currently in Chat without first adding them to my Prodigy Friends list?

A: Yes! Start the Chat component by clicking the "Chat" button at the bottom of the Prodigy Friends screen. Once you are connected, click on the "Status" tab (to the left of the "Room Listing" tab) and maximize your screen. In the command line window (at the bottom of the Status window) you can use the /whois command to see if a specific nickname is currently chatting. Typical commands might be:

- /whois RalphKramden (where "RalphKramden" is a Prodigy Internet nickname)
- /whois pc-Beefy (where "pc-Beefy" is a Prodigy Classic nickname)

Press Enter on your keyboard after entering the command on the Status window command line. If the nickname you specified is currently chatting, the status window will

display the name of the chat room(s) that the nickname is in.

UNINSTALL

Q: How do I uninstall PIM?

A: Take the following steps:

1. Quit all open programs.
2. Open the Windows Control Panel by clicking Start, Settings, Control Panel.
3. Double-click the "Add/Remove Programs" icon.
4. Double-click the item "Prodigy Instant Messaging" and follow the prompts to uninstall.

Q: If I uninstall PIM, will it delete my customized Sounds or Sayings?

A: No.

* Click [here](#) for details.

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Date: Tue, 01 Jul 1997 16:50:36 -0400
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Cc: Audrey Parma <audrey@prodigy.com>
Subject: chat status

To: Archie Rosenblum, Lisa Cohen, Jamie Gil, Tony Morelli, Rita Herman, Lisa Tantillo, Annette Kraus, Ina Slate, Dan Lee, Rey Santelises, Audrey Parma, Chin Kim, Dan Daniel, Randy Gelfand

From: Laura White

Date: 07/01/97

RE: Status of Chat Projects, period from 06/10/97 to 07/01/97

Schedule Progress vs. Plan: =

went to beta 6/27. Launch date changed from 7/15 to tbd (dependent resolution of name issue).

Activities and Accomplishments:

Servers: removed replication from production (beta) servers. Switched authentication method from BigD to SessD per Sam Meo. These changes still need to be done in pre-production. Started beta test 06/27.

Client components: Released betty0617 to beta on 6/27. Full end-to-end testing has NOT been done on the betty0617 client. Moderator tools have not been tested at all in this client. Beta test started, but so far no action in the news-groups. =

Documentation: IM help is only help piece still outstanding. =

Communications: some PI pre-launch communications were sent. External moderators, customer service also notified about availability in beta.

Plans for next period (week ending 07/04/97):

1. Content: continue moderator handbook process; get external moderators into beta test, review enhancement request list to confirm closed content items really closed.
2. Customer Service: increase training in beta center, continue working on training materials, review enhancement request list to confirm closure on cust svc items.
3. Develop: remove replication from pre-production server, bug fixes (new client will be available 7/2)

4. Test: input beta test bugs (if any) to DCS. Myna will provide list. Close any bugs that were fixed in 6/17 client.
5. start working on name alternatives (Dan D, Nick Gould, Steve Lombardi, Richard Blue)

Hot Issues

48, Name not finalized. , 7/1 no problem with Betty from legal perspective, but Paul D nixed the betty name. Committee (Dan D, Nick Gould, Steve Lombardi, Richard Blue) to provide list of options by 7/11. This delays launch. Owner: Dan Daniel???

Closed Issues (see issues list for details)

46, copy for beta center: not done yet, 6/27/97 Done
14, dependency: fully functional big D, little d authentication, 6/25 switched to SessD authentication method per decision Sam Meo.

Old Issues- Still Unresolved

3, Delay on hiring critical NT server programmer resources, 4/25 still short of resources. Archie following up with HR. Owner: Archie
8, dependency: run executable at PI connect/disconnect, mime config program, 7/1 NS V&U with chat fix scheduled for 7/8. In the meantime, using IE client for beta tests. Owner: Sue Deering
31, What are auditorium limitations? No capacity, stress testing done. 7/1 Duane to follow up with Archie this week. Owner: Duane
33, NT support issue. Would like deploy in cost-effective manner. 6/16 still a problem. We have very few NT administrators, only 3 oracle dba=92s. Not much happened since 4/10 meeting. Owner: Chin
36, potential NT server problem at ultra high volumes, 4/23 could affect auditoriums. Have workaround in place. Put in call to MS. Owner: Archie
37, room naming convention- classic vs. PI, 6/23 Rita working on list.
38, communications, 6/16 think closed. develop/test communications not seen as problem from test point of view, need to confirm Archie. Communications betw other groups smoother-established contact points mktng, content areas.
39, How do moderators communicate w/MSS on shared rooms? Can=92t suspend classic folks with PI tools., 6/23 Jamie/Tony discussed. Cust Svc will monitor classic/PI alerts at same time. Need alerts beep. Owner: Jamie
40, How do we test content sharing? 6/23 did some testing; more needs to be done before launch. Owner: Annette
43, How do we monitor beta newsgroup?, 6/9 myna hired to assist, but who=92s responsible for what? Owner: Laura
28, User interface (colors, usability, etc), 7/1 re-opened- Nick thinks there are still some usability issues. Would like to get some usability tests done post launch. Owner: Dan D
29, legal issue: compatibility with cyber patrol, 7/1 re-opened. Need to confirm with legal that this issue is closed. Owner: Dan D
49, server problems (replication and database configuration problems), 7/1 reinstalled/reconfigured db, removed replication from production server. Still need to remove from pre-production server. Owner: Archie
50, confusion between Instant Message and Private Chat, 7/1 brought up in triage meeting, Nick agrees major issue. Need to figure out how to communicate difference to members. Owner: Mark